



A warranty is a promise.

Here is ours: 12 years, 3 shifts, labour included for most products

Our warranty covers everything—including electrical components, casters, pneumatic cylinders, tilts, and all moving mechanisms.

It recognizes the changing nature of work and the need for products that can stand up to continuous use.

And it means that when warranty work is performed in the U.S. and Canada, Herman Miller foots the bill.

At Herman Miller, we work for a better world around you. Our products—and our promise to stand behind their quality 100 percent—are designed to improve your environment whether it's an office, hospital, school, home, an entire building, or the world at large.



All products sold under the Herman Miller brand, including Herman Miller Collection, Herman Miller Healthcare, and Geiger, are backed by our 12-year, 3-shift warranty, except as limited or described below. Warranty information for Nemschoff Chairs, Inc., can be found by visiting www.nemschoff.com, selecting "Resources," and then "Warranty."

In relation to products sold in Australia, the Herman Miller manufacturer warranty terms set out in this document must be read in conjunction with the terms set out in the section titled "Additional provisions for Australia".

Herman Miller Products

5 years

Advo™ chairs, Ardea® personal light, Connect power and data, dual monitor arm (Y7521.), Flute™ personal light, Herman Miller International Collection™, laptop holder (Y7522.), laptop/projector stand (Y7524.), Leaf® personal light, markerboard, RoomTune® tackboard, single monitor arm (Y7520.), Twist™ LED task light

1 year

Airia™ desk and media cabinet; Babble® voice privacy system; C2® climate control; Cognita™ storage bench; Enchord™ desk and mobile cabinet; Scooter® stand with wood top; Sense™ desk, desktop cabinet, and media cabinet

Herman Miller Collection Products

5 years

Capelli stool; Eames® chaise, desk units, elliptical table, Hang-It-All® rack, lounge chair and ottoman, molded plastic chairs, molded plywood coffee table, molded plywood folding screen, molded plywood lounge and dining chairs, sofa compact, storage units, two- and three-seat sofas, walnut stool, wire-base low table, and wire chairs; Goetz™ sofa; Nelson™ basic cabinet series, coconut chair, marshmallow sofa, miniature chests, pedestal stool, platform bench, platform bench cushion, swag leg group, thin edge group, and x-leg tables; Noguchi® table

3 years

Eames aluminum group outdoor, Eames table outdoor, and Eames wire-base low table outdoor; Nelson pedestal table outdoor

Herman Miller Healthcare Products

5 years

Compass™ above-bed light

3 years

Compass system faucets; electric motors for height-adjustable tables and keyless entry lock bar (CT620.)

1 year

Compass system faucet sensors

Herman Miller Textile Alliance ProgramSM Fabrics

3 years

Herman Miller Design on Textile (DOT[®]) and Customer's Own Image (COI) Products

1 year

Herman Miller Options[®] and Vary Easy[®]

Standard product warranty unless otherwise noted on individual product quotes



All Other Products, Parts, and Services

5 years

Electronic ballasts used in task lighting; mechanical components (drive shaft, crank handle, etc.) on Everywhere® table legs (DT6 and DT7)

3 years

All service parts

2 years

Electrical components (switch, control box, etc.) on Everywhere table legs (DT6 and DT7)

1 year

Energy Manager (PT130. and PT131.); Qt® Quiet technology

6 months

All other products, parts, and any services not listed above, sold or furnished by Herman Miller or its subsidiaries, except for consumable products such as light bulbs, fans, keyless locks, and other electronic products for which no warranty is given

Other Manufacturers' Products

2 years

Magis- and Mattiazzi-branded products are warranted for two years from the date of purchase by the original purchaser.

None

Herman Miller will pass through to the original purchaser any warranty supplied by other manufacturers to the extent possible, including, but not limited to, open-line laminates.

Provisions that apply to all Herman Miller-branded products and services:

Herman Miller, Inc. ("Herman Miller"), 855 East Main Avenue, PO Box 302, Zeeland, Michigan 49464-0302, USA, warrants the products sold by it and its subsidiaries to be free from defects in material and workmanship, regardless of the number of shifts during which the products are used, for the warranty periods specified.

This warranty covers the sale of Herman Miller product in all countries. Not all of the product lines appearing on this list are marketed by Herman Miller in all countries, and appearance on this list does not imply an offer for sale of a product line in a particular place. Product line availability is defined in current price lists applicable to different regions.

During the applicable warranty period, Herman Miller, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty which fails under normal use as a result of a defect in material or workmanship; Herman Miller will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from Herman Miller, its subsidiaries, or its authorized resellers. Any product, part, or component must have been used according to Herman Miller's published instructions and installed and maintained by a Herman Miller factory-trained technician or an authorized Herman Miller dealer installer. If these requirements are met, warranty coverage will be extended. Any misuse, abuse, or modification to the original product voids the warranty. Herman Miller does not warrant the performance of the product when used in combination with other than original Herman Miller product.

The warranty period starts from the date of purchase.

This document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. Herman Miller and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

Herman Miller does not warrant:

- natural variations in wood grain or figure or the presence of character marks
- changes in surface finishes due to aging or exposure to light
- marks, scars, or wrinkles occurring naturally in leather
- veins, marks, voids, fissures, or cracks found naturally in stone

In addition, Herman Miller does not warrant:

- failure resulting from normal wear and tear
- the matching of colors, grains, or textures of natural materials
- the colorfastness or the matching of colors of textiles, including an exact match to cuttings, samples, or to swatch cards
- damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments, or prolonged exposure to direct sunlight
- discoloration of Lyris™, Lyris 2™, and Balance white textiles due to soiling, stains, or dye transfer from clothing including denim

Herman Miller tests Customer's Own Material (COM) and other customer-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials.

Herman Miller does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

Herman Miller's products meet the requirements of national and specific local codes as stated in the price books and other written publications.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED AND TO THE EXTENT THEY ARE LEGALLY REQUIRED, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

HERMAN MILLER SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Applies in US only: Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

Applies outside US: Except as stated above, Herman Miller will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products but nothing contained herein will or will be considered to exclude or restrict any liability on Herman Miller's part for death or personal injury resulting from negligence.

Additional provisions for Australia:

In relation to goods sold in Australia, the following terms form part of the Herman Miller manufacturer warranty in addition to the terms set out above. To the extent of any inconsistency between the below terms and the terms of the warranty set out above, the below terms will prevail.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Herman Miller manufacturer warranty does not exclude, restrict or modify any such statutory rights or remedies.

The Herman Miller manufacturer warranty terms outlined above operate in addition to all rights and remedies to which you may be entitled under the Australian Consumer Law and any other relevant legislation and are not intended to exclude, restrict or modify any such rights or remedies.

To make a claim under the additional Herman Miller manufacturer warranty set out above, please contact your authorised Herman Miller dealer. Details of authorised Herman Miller dealers can be found at <http://www.hermanmiller.com.au/Contact/DealerLocator>.

To make a warranty claim, please ensure you have the following information:

- Proof of purchase (copy of invoice, point of sale receipt or sales order);
- Image and description of fault;
- Address where the product is currently located;
- Contact details of the claimant (must correspond to the purchaser's details);
- For claims relating to Herman Miller seating, an image of the "FO Number", which is usually located under the seat frame.

Note that the customer is responsible for the cost of delivering the product to their dealer and picking up once the warranty process is complete. If the warranty claim is approved by the manufacturer, the costs of providing the remedies as set out in the additional Herman Miller manufacturer warranty will be covered by the manufacturer or the authorised dealer.

The additional Herman Miller manufacturer warranty is given by:

Herman Miller, Inc.
855 East Main Avenue, PO Box 302, Zeeland, Michigan 49464-0302, USA
02 8211 0480
info_au@hermanmiller.com

Effective January 2012

For more information about our products and services or to see a list of dealers, please visit us at www.hermanmiller.com or call (800) 851 1196.

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Geiger is a registered trademark of Geiger International.

Goetz is a trademark of Mark W. Goetz.

Hang-It-All is a registered trademark of Lucia Eames Demetrios, d.b.a. Eames Office.

Noguchi is a registered trademark of The Isamu Foundation and Garden Museum.

Qt Quiet technology is among the trademarks of Cambridge Sound Management, Inc.