

FURNITURE COMPANY SUPPLIER VISITS

- AMERICAN INTERIORS – MILLER KNOLL
- ISCG HAWORTH
- NBS STEELECASE

SELECTION TEAM

- Stu Pettitt - Architect
- Dawn Brotherton – Building Dept
- Andrea Grossi – Assessing Dept
- Jillian London – Clerks Office
- Debra Nigohosian - DPS
- Kim Patton – Treasurers Office
- Trish Pergament - Supervisors Office
- Justin Quagliata – Planning Dept
- Fire Department
 - Ashley Amburgy
 - Jason Hanifen
 - Cory Vos

SUMMARY OF SELECTION PROCESS

- The furniture team conducted visits in December
- The team met after visits to discuss impressions of each company
- All 3 companies deemed capable with similar offerings
- NBS Steelcase stood out from rest due to overall comprehensive presentation
- All 3 companies have governmental contracts that allow the Township to engage them without a formal bid process - Omni and/or MIDeal
- Team decided to implement a selection process which included:
 - Calling references to gather feedback from other customers
 - Asking each company to answer additional questions

CONCLUSIONS

- Positive feedback was received for all 3 suppliers
- Team was unable to obtain as much feedback for some as others
- No stand-out differences with respect to questionnaire responses
- Received one very negative response regarding one of the suppliers
- NBS Steelcase received GLOWING feedback from more than 1 reference
- Team combined the feedback on NBS with our overall first impression during the visit for a unanimous decision to recommend NBS Steelcase to the Board of Trustees

space matters

White Lake Township

Redstone Architects and
Straub Pettitt Yaste

NBS Commercial Interiors and Steelcase – Tour and Connecting
12.08.2023



What we heard

- We want the space to be functional and organizational.
- We want the space to be welcoming.
- We want the space to be appealing.
- We are building for the future. Maybe the next 100 years.
- Creating a Downtown development Community, DDA.
- We will be in nature and want it to feel natural and connect to nature. Elements of Nature.
- Personal space, Like the Locker space.
- Community room storage easy flip tables.
- AV needs.
- Outdoor space that we can use.

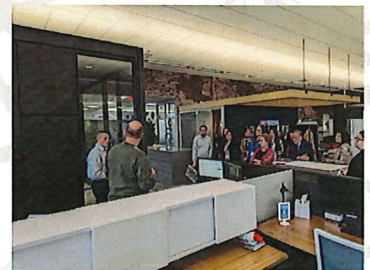




Shuffleboard getting a work out.



Construction Team Area



ROSE Moving and Storage-Mike.
Our Installation Partner.



Sizing up the shuffle board for future thoughts!



The View with a variety of postures and AV Technology



Outside the HUB conference Room on the way
to the Classroom



Mom and her pride and joy!



Sit to stand desk options, privacy with Lockers and Desk reservation capabilities



Meeting Kelli our Director of Design and learning how we can support Redstone and Stu with SPY.



Sit to stand desk and privacy from Lockers



Work station options



Cloaking on glass fronts and Demountable walls for additional privacy.



Living Room – collaboration space for NBS



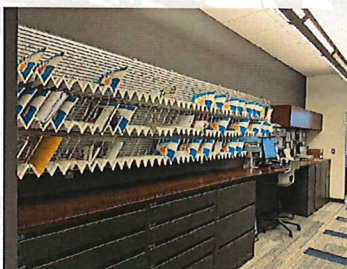
The Classroom – with flexible furniture and various postures for sitting



Work Café – the core of our space



Phone Pods – On the QT



Mail Room



Mail Room and printing

NBS

commercial
interiors

What You Saw

space matters



The Classroom – Screens



The Classroom – Set up with screens for in person and virtually presenting.



The Classroom with the Team.



The Classroom. Flexible folding tables for nesting and screens available for additional privacy.



The Family Room



The Rec Area. Meeting and heads down space.



Next steps

- Additional product info sent to the TEAM
- Contract info – OMNIA, Sourcewell, E&I and other contracts available to White Lake Township that have been vetted out for Non-Bidding.
- Options brought at request to the Township for Task Chair sit testing.
- Cans we (NBS and Steelcase) collected for WLT Township Canned Food Drive to be delivered. COMPLETED 12.08.
- Share more information on the RENSON outdoor solutions.
- Any questions, comments or concerns, please reach out... aphammerle@youmbs.com and or tqancasz@steelcase.com
- Consider another visit to NBS or to Steelcase in Grand Rapids.

space matters

Experience with Municipalities

Monroe Township – Fire Station - Monroe, Michigan

Northville Township – Seating for Police and office-workstation - Northville, Michigan
Michelle Massel, Executive Assistant, City Manager's office - 248-449-9905

South Lyon Township – New facility and addition – all furnishings - South Lyon, Michigan
Patricia Carcone, Treasurer – 248.437.2240

City of Troy – Police Department - Seating and Workstations – Troy, Michigan
David Quaiatto, Sergeant – 248.619.7653

City of Rochester Hills – multiple furnishing projects – Rochester, Michigan
Gary R. Nauts FMP – Facilities – 248.841.2561

Independence Township – Independence, MI

Brownstown Township – Police Seating – Brownstown, MI

Bowling Green City Administrative Building – New facilities – all furnishings – Bowling Green, Ohio

NBS



Thank you!

Metro Detroit | Greater Lansing Area | Great Lakes Bay Region | Northwestern Ohio
p: 248.823.5400 | yourNBS.com

INTERIOR
INTEGRATORS
create
AMAZING
SPACES

NBS commercial
interiors

Expertly blending architecture,
furniture and technology to create
amazing spaces where people
work, learn and heal.

- Construction Solutions
- Architectural Systems
- Floorcovering Solutions
- Furniture Solutions
- Audiovisual Solutions
- Commercial Cleaning



American Interiors

YOUR SERVICE-BASED

Interior Solution Provider

**PARTNER QUESTIONNAIRE
SUPPORTING DOCUMENTS**

WHITE LAKE TOWNSHIP – NEW
TOWNSHIP HALL & CAMPUS

10/10/23



Straub Pettitt Yaste Architects



White Lake Township

01.

COMPANY OVERVIEW



American Interiors

We create spaces where people want to be.

The landscape where we work, learn, heal and play is rapidly changing. Aligning business drivers, engaging people and prioritizing investments can be overwhelming.

We can help. As a full-service interior partner, American Interiors is the built environment expert that uncovers what your people need to do and be their best. We provide pre-fab interior construction, commercial furnishings, window treatments, and workplace strategies that give your organization a competitive advantage.

People are at the core of everything we do. We bring colleagues, healers, patients, educators and students together in richer, improved physical space that provides outstanding experiences.

We see the big picture. Discover what American Interiors can do for you.

AMERICAN INTERIORS™ OVERVIEW

Celebrating 30 Years

American Interiors is a leading interior solutions provider, meaning, we provide services and solutions related to pre-fab interior construction, commercial furnishings, window shades and workplace resources, all as a "one-stop-shop."

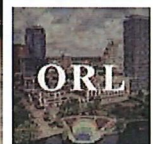
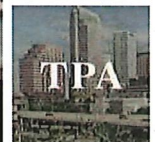
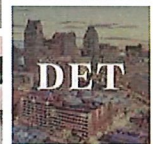
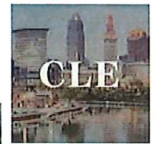
We create positive impact in everything we do, reaching beyond the physical environment. That's why clients partner with American Interiors to plan, design, build and furnish interior spaces where they feel empowered to do and be their best.

[View Company Timeline >](#)

MillerKnoll

PLATINUM CERTIFIED MILLERKNOLL DEALER

American Interiors and Knoll have been trusted partners for 27 years. In 2021, we added the complete Herman Miller portfolio, moving forward as MillerKnoll and representing a collective of 18+ Herman Miller and Knoll brands as one company.



OUR VALUES

Creating impact that reaches beyond the physical environment.



HUMBLE BEGINNINGS

In 1993, Steve Essig founded American Interiors in the laundry room of his apartment. While we have grown to over 180 employees and 5 locations, we maintain many of the same customer relationships that began over 30 years ago.



SOCIAL RESPONSIBILITY

At American Interiors, we strive to create impact that reaches beyond the physical environment. We achieve this through our level of service and commitment to providing our clients with the best solutions. We focus on giving back to our clients, local families in need and military veterans.



PASSIONATE EXPERTS

Our cross-functional teams bring diverse insights and unique perspectives. We are ALL IN. Our goal is to create greatness by discovering the best solutions. Through trust, collaboration and passion, we provide a rewarding customer experience.



ENHANCING ENGAGEMENT

American Interiors focuses on creating spaces where people can do their best work. We support your colleagues by incorporating flexibility, well-being, hospitality and a balance between individual and teamwork. Our impact reaches beyond the physical environment by putting people first.

SERVICE AND COMMITMENT

Social Responsibility

At American Interiors we strive to create impact that reaches beyond the physical environment. We achieve this through our level of service and commitment to providing our clients with the best solutions.

One of our core values is social responsibility.

We focus on giving back to our clients, local families in need, and military veterans.



In 2018, American Interiors hosted their first annual Patriot Golf Day supporting the Folds of Honor mission. Since then, we have raised over \$1.5M towards educational scholarships.

In 2020, American Interiors founded the American Interiors Folds of Honor Chapter.

[Learn More About Folds of Honor >](#)



Who is MillerKnoll?

MillerKnoll is a collective of dynamic brands that takes a purpose-driven approach to designing modern, insight-led solutions delivered globally. Through our actions, the spaces we create, and our business practices, we form an unparalleled platform from which to build a more sustainable, equitable, and beautiful future.

MillerKnoll is dedicated to understanding the needs of our customers, and we know a lot, thanks to an ever-growing body of research that dates back to the 1940s. Today, our Global Research and Insights team works to identify the most critical needs organizations are facing now, and will face in the future, so we can best help address them.

MillerKnoll



Through our insights, settings, and services, we can help you:

- **Strengthen your workplace community**
- **Support your people wherever they work**
- **Optimize your investment**

02.

OUR TEAM

OUR TEAM

LEADERSHIP



STEVE ESSIG
President, CEO



RICK ESSIG
Sr. VP of Sales



MELISSA CAPLES
Managing Director

FURNITURE TEAM



Laura Zajac
Sr. Account Executive



Renee Scheller
Account Manager



Ashley Pieron
Interior Designer



Kelly Slamka
Project Manager

ADDITIONAL RESOURCES



Jen Malia
Director Market Development



LINDSEY RAY
Falkbuilt
Interior Construction



MANDI BISHOP
MechoShade
Window Coverings



Molly Gole
MillerKnoll
Sales Representative

03.

**DESIGN & PROJECT MANAGEMENT PROCESS,
VALUE ADDS & WARRANTY INFORMATION**

OUR DESIGN AND PROJECT PROCESS

AGILE TO YOUR NEEDS

1

PROJECT KICKOFF

Client contacts American Interiors to initiate a request for a project kick-off meeting, providing all available resources

2

INTERNAL DOWNLOAD

Team is assigned and communication begins regarding project scope, schedule and details.

3

DESIGN & SPECIFICATION

Design team works in conjunction with you on project next-steps, working towards the first design proposal for review.

4

PROPOSAL REVIEW CYCLE

Proposals are shared with you. Requested revisions and/or scope changes are made to prepare for audit process and final quote.

5

ORDER SUBMISSION

Approved, final proposal is received to allow project management and our administration team to place, verify and acknowledge the order. Estimated ship dates are shared.

6

PROJECT INSTALL

Project management team coordinates delivery and installation date(s) with you in advance.

7

WALK-THROUGH & CLOSE-OUT

Our team develops the final punch-list (using PlanGrid tool) and conducts post move-in quality audit with you.

8

DAY 2 AFTER CARE

Our team provides ongoing service and support for additional needs including reconfigures, add-on projects, maintenance, education, cleaning and warranty.

Future project? Start back at 1.

THERE FOR YOU ON DAY 1



DAY 1 EMPLOYEE ORIENTATION

by on-site American Interiors Move-in Ambassadors for each phase of every project

WHAT WE DO:

- + Demo seating features
- + Check locks / keys / storage
- + Demo height adjustable tables
- + Provide new office etiquette information
- + Coach people on sound management strategies
- + Provide general move-in information and refer to "Move-in-Placemat"
- + Answer questions that your people may have as they move-in

DESIRED PROJECT OUTCOMES:



Increase probability of project success



Ensure productivity on Day 1 move-in



Foster a positive workplace experience



Engage & inform employees



Transform resistance into positive action



Build readiness into the organization

DAY 2 + AFTERCARE

AMERICAN INTERIORS IS THERE FOR YOU ON DAY 1, DAY 2 AND BEYOND.



ADJUSTMENTS

Major or minor, we are committed to helping you with any adjustments or maintenance needs.



ANNUAL FACILITY SWEEPS

MULTIPLE MOVE-IN DAYS



RECONFIGURATIONS

Adding a new team member?
Or merging departments?
Your dedicated designer makes change happen quickly and easily.

FUTURE PROJECTS

We are #ALLIN for a long-term partnership.

FLEXIBLE SOLUTIONS

FUTURE RECONFIGURATION

American Interiors and MillerKnoll plan for Day 1 and beyond. We understand that your people, place and technology are valuable investments and change is constant. Flexibility is the cornerstone of workplace transformation as organizations reset and reinvent for continuous future success.

NON-OBSOLESCENCE

Our policy for product continuum is to develop and enhance components that fully integrate and are compatible with current product lines. Our intent is to bridge the furniture needs of technology into the current product offerings and create universal product offerings. As an example, MillerKnoll lines such as Reff have been in product for 30+ years and continue to be upgraded. MillerKnoll also has the capabilities to blend manufacturer finishes between collection lines.

DIVIDENDS RECONFIGURATION VIDEO:



Watch one workstation layout transform into facing a different direction using the same kit of part components with minor supporting pieces being exchanged.

why design with a

KIT OF PARTS MENTALITY



FUTURE
GROWTH



POSITION
CHANGES



HYBRID-MODEL
RECONFIGURATION



RENOVATIONS



RELOCATION



TEAM
RESTRUCTURE

AVAILABILITY & NON-OBSOLESCENCE

Our commitment

When products or components become obsolete or are not economically or environmentally sustainable, we strive to provide our customers with replacement alternatives. If there is a discontinuation, we notify our customers but allow the product, option, finish, or fabric to be ordered for a limited timeframe, which may vary based on the specific issue of the discontinued product.



PRODUCTS ACROSS THE MILLERKNOLL COLLECTIVE ARE DESIGNED TO BE:

- Compatible with our existing offerings, even as they meet emerging client needs.
- Adaptable, creating a variety of configurations through a flexible kit of parts.
- Relevant over time. We introduce new enhancements and capabilities regularly to ensure they meet changing workplace requirements, and we avoid integrating technology that will quickly make our products outdated.
- Sustainable and durable. Products that endure are less likely to end up in landfills.

Because of our non-obsolence commitment, our clients can upgrade the product they own, without having to invest in an entirely new solution. This commitment works in concert with our dedication to a versatile kit-of-parts approach.

Ultimately, MillerKnoll designs its products to stand the test of time. Non-obsolence is a core goal of our designers. We are committed to protecting our clients' investment in our solutions.

WARRANTY

We've got you covered

When you choose a MillerKnoll brand, you're not just buying quality products. You're investing in a relationship and the peace of mind that our commitment to you extends well beyond the moment that your product leaves the factory. While the length of our warranty terms varies by brand and by product, our dedication to your satisfaction is unwavering.

→ You can find detailed warranty information for our collective of brands, including any exclusions that may apply, through the links below.

[Herman Miller](#): Up to 12 years

[Knoll](#): Up to lifetime

[Colebrook Bosson Saunders](#): Lifetime

[DatesWeiser](#): 5 years

[Design Within Reach](#): 3 years

[Edelman Leather](#): 1 year

[Fully](#): Up to 15 years

[Geiger](#): Up to 12 years

[HAY](#): Up to 5 years

[HOLLY HUNT](#): 1 year

[KnollTextiles](#): 1 year

[Maars Living Walls](#): 10 years

[Maharam](#): Style specific

[Muuto](#): Up to 10 years

[naughtone](#): 10 years

[Spinneybeck | FilzFelt](#): 1 year



PROJECT MANAGEMENT BEST PRACTICES



AUDIT

Specifications and drawings are checked by a Project Manager prior to order entry



SCHEDULE

Project schedule is created, edited and communicated as acknowledgments are received



SITE VERIFICATION

Regular site visits to verify field dimensions and confirm power entry/floor core locations with the electrician



LOGISTICS

Manage delivery logistics strategically; either directly to site and/or to installation warehouse



SAFETY

Safe practice observation and execution from dock to installation



PHASES

Ideal install is sequenced by floor/area and component category



COMMUNICATION

Real-time communication using PlanGrid Software, shared with client for risk mitigation, quality assurance and recovery



COMPLETION

Project Manager presence from beginning through punch-list completion

American Interiors

THANK YOU!

**We Look
Forward to
Partnering
With You**

MillerKnoll

Laura Zajac
Account Executive
313.520.5482
lzajac@aminteriors.com



Great Expectations

You have them as a Haworth customer and so do we. And because we value our customers, we cover our products with this **Product Compatibility and Limited Warranty Policy**.

OUR COMMITMENT TO PRODUCT COMPATIBILITY – INTEGRATED PRODUCT PLATFORMS - OBSOLESCENCE POLICY

As a market leader in the design and manufacture of workspaces that adapt to change, we strive to maintain product compatibility within our various generations of integrated product platforms. As we develop new products there is an emphasis to provide solutions that are compatible yet allow for enhancement of previous generations of products. This benefits the customer who desires to leverage their existing products but enhance their work environment at the same time. With this mindset, under our obsolescence policy, Haworth takes reasonable steps to provide our customers with products of comparable form, fit, and function. As with any material or component, supply chain challenges can impact our ability to offer previous or existing products. In addition, fabrics and finishes are significantly impacted by design trends resulting in shorter life cycles. In these situations, we will make reasonable efforts to find coordinating solutions.

OUR COMMITMENT TO PRODUCT QUALITY – THE HAWORTH NORTH AMERICA LIMITED WARRANTY

To ensure customer satisfaction and peace of mind, we stand behind our products with the following Haworth North America Limited Warranty (“Limited Warranty”).

What Products are Covered?

This Limited Warranty applies to new products manufactured by Haworth, Inc. or Haworth, Ltd. (individually, “Haworth”) after August 1, 2022, that are sold to an end-user purchaser by Haworth or an Authorized Haworth Dealer (“Covered Products”). Covered Products also include new products manufactured by a company other than Haworth after August 1, 2022, that are sold to an end-user purchaser by Haworth or an Authorized Haworth Dealer as part of the Haworth Collection line of products, but only if such products are specifically listed below in the “What are the Warranty Periods? - Haworth Collection of Products” section of this Limited Warranty. For products manufactured on or before January 1, 2019, please refer to the applicable Haworth warranty published in the Haworth North America Price List when the product was purchased, for products manufactured after January 1, 2019 please refer to www.haworth.com for the applicable Haworth warranty or contact your local Authorized Haworth Dealer.

In this Limited Warranty, the terms “us,” “we,” “our” and similar terms refer to Haworth, and an end-user purchaser refers to the first person who purchases a Covered Product for such person’s own internal use and not for resale or distribution.

The following products are excluded from the definition of “Covered Product” and not covered by this Limited Warranty, and neither Haworth nor its affiliates will have any obligation or liability relating to them: (a) software; (b) consumable items, such as batteries and bulbs/lamps; (c) the customer’s own material (COM), or any material specified by the purchaser that is not a standard Haworth product offering, such as Haworth Alliance fabrics; (d) other than Haworth Collection products not manufactured by Haworth as described above, any item manufactured by a third party from whom Haworth purchases the item for resale without incorporating it into a Haworth product as a component or part (in those situations, if the purchaser is not a direct beneficiary of the manufacturer’s warranty, then Haworth will assign to the purchaser any warranty that the manufacturer provides, to the extent the warranty is assignable); (e) Ergotron® products included in the Accessories North American Price List, regardless of whether incorporated into a Haworth product as a component or part (if the purchaser is not a direct beneficiary of any applicable Ergotron® warranty, Haworth will assign such warranty to the purchaser, to the extent assignable); and (f) field painted walls and Pergola products.

What Problems are Covered?

Subject to the terms of this Limited Warranty, Haworth warrants to the end-user purchaser of a Covered Product that the Covered Product, at the time of purchase, will be free of any defect in design or workmanship that materially impairs the performance or functionality of the Covered Product under normal use (a “Defect”). This warranty is for 24-hour / 7-day multiple shift use of the applicable Covered Product; for seating products, such use is by individuals up to 325 lbs., 400 lbs. for Zody II and LX models. In this Limited Warranty, normal use means use of a Covered Product in accordance with all the following: (a) Haworth’s standards instructions, guidelines, and recommendations for that Covered Product; (b) if the Covered Product is part of the Haworth Collection and not manufactured by Haworth, then the applicable manufacturer’s standard instructions, guidelines, and recommendations for that Covered Product; and (c) applicable laws, rules, regulations, and ordinances.

A Defect excludes, and Haworth and its affiliates will not have any responsibility or liability for, the following: (a) normal wear and tear; (b) any damage, wear or failure of the Covered Product that occurs during transport of the Covered Product, or that is caused by improper use, care or maintenance of the Covered Product or by an act of God or other event outside of Haworth's reasonable control; (c) the natural variation of color, grain or texture found in wood and leather; (d) the natural aging of materials such as wood, fabric and leather which results in colors changing over time or during use; (e) dye lot variations in fabric, leather or wall coverings; (f) the natural patina of leather during use; (g) "puddling" or wrinkling of fabrics, leather, or faux leather; (h) reverse crocking of dyes from clothing onto seating materials; (i) change in color (including fading) or other surface effects resulting from exposure to chemicals (such as chemicals in cleaning solutions) or exposure to sunlight or other sources of ultraviolet rays; (j) any damage, wear or failure of the Covered Product caused by the integration or use of any non-Haworth materials, components, devices or other products into or with any Covered Product; or (k) any damage, wear, or scratching to flooring from glides, casters, or other components.

What Remedies are Available?

If a purchaser makes a valid claim under this Limited Warranty for a Defect to a Covered Product, Haworth, at its option, will either (a) repair the Covered Product at Haworth's cost, (b) replace the Covered Product at Haworth's cost with a new or refurbished product with comparable function and performance, or (c) refund or credit the purchase price of the Covered Product (excluding taxes, duties, fees, and other amounts). All repair and replacement work will be performed by Haworth or a third party engaged by Haworth to perform the specific repair or replacement work relating to the Defect; repair or replacement work performed by any other person will void this Warranty. Haworth will not be responsible for any cost or expenses incurred by the purchaser relating to repair or replacement of a Covered Product due to a Defect, including without limitation freight, insurance, inspection, storage and similar costs and expenses. Any Covered Product that is replaced or whose purchase price is refunded or credited will become the sole and exclusive property of Haworth.

What Conditions Apply?

All the following conditions must be satisfied to make a valid claim under this Limited Warranty for a Defect to a Covered Product:

- the purchaser must have notified Haworth in writing of the Defect within 30 days after the purchaser first learns or has notice of the Defect, and in any event not later than three (3) business days after the last day of the applicable warranty period; all such notices must be sent to Haworth at One Haworth Center, Holland, Michigan 49423, Attention: Customer Service/ Warranty Claims;
- the purchaser must provide original Haworth order number and have fully complied with all instructions, requirements, and directions provided by Haworth, an Authorized Haworth Dealer or their respective agents regarding (a) the inspection, preservation or safeguarding of the Covered Product and (b) the transportation and delivery of the Covered Product to Haworth or, if directed by Haworth, to an Authorized Haworth Dealer or other party;
- the Covered Product must have been installed by Haworth or an installer certified by Haworth to install that Covered Product;
- all prior repairs of the Covered Product must have been performed by Haworth or an installer certified by Haworth to install that Covered Product;
- the repair of the Defect of the Covered Product pursuant to this Warranty must be performed by Haworth or a third party engaged by Haworth to perform the specific warranty-repair work;
- at all times the Covered Product must have been in a building that is (a) dry, fully closed-in and protected from the natural elements, and (b) adequately heated, ventilated and air conditioned to maintain an internal temperature between 40°F and 90°F (4°C and 32°C) and relative humidity levels between 25% and 55%;
- the Covered Product must not have been modified, and the purchaser must have used and maintained the Covered Product in full conformity with all of Haworth's written specifications, instructions and guides regarding use, care, and maintenance.

- if the Covered Product is replaced or its purchase price is refunded, all bills of sale, assignments, releases, consents, approvals, and other documents and/or actions required by Haworth to assign and transfer to Haworth sole and exclusive title in the Covered Product, free and clear of all liens, claims and encumbrances, must have been executed, delivered and/or made, as applicable; and
- all other conditions and requirements in or arising under this Limited Warranty, applicable law or a written agreement between Haworth and the purchaser, must have been fully satisfied.

What are the Warranty Periods?

A Covered Product's warranty period begins on the Covered Product's date of manufacture and ends on the expiration of the time period identified below for that particular Covered Product. In addition, the warranty period will automatically terminate at the time that the end-user purchaser ceases to solely own, possess, control, and use the Covered Product.

- **Lifetime.** Except for those Covered Products or related components or materials identified below as having a different warranty period, the warranty period of a Covered Product is as long as the end-user purchaser continues to solely own the Covered Product.
- **Twelve (12) Years.** The following Covered Products have a 12-year warranty period:
 - seating products (excluding fabrics, tablet arms, and gel arm caps)
 - thermally fused laminates (Be_Hold Be_Hold Be)
 - Premium Textured HPL
 - wood or wood-framed products
 - Caseload mechanisms (hinges, slides, latches, glides, casters, etc.)
 - Planes®, Planes VM, Upside™, and Echo height adjustable product mechanisms¹
- **Ten (10) Years.** The following Covered Products have a 10-year warranty period:
 - wall products (excluding door closer mechanisms, wallcoverings, locksets, markerboards, and glass)
 - Pergola products (excluding drapes, drape track hardware, PET tiles, wallcoverings, markerboards, and glass)
 - Adjustable keyboard pads and monitor arms
 - Power Base™ Electrical (excluding Power Base AI and USB receptacles)
 - products that are at any time used in a classroom or educational environment (other than administrative areas) except as limited or described below
 - Belong Plug Strip
 - electrical (non-USB) and A/V accessories
- **Five (5) Years.** The following Covered Products have a 5-year warranty period:
 - fabric scrims, fabric screens, vertical fabrics, and wallcoverings
 - fabrics rated Heavy Duty (A) under the Association of Contract Textiles Guidelines
 - leathers or faux leather
 - vertical use markerboard laminates
 - user-adjustable work-surface mechanisms
 - Power Base Receptacles with USB
 - tablet arms (max. load 50 pounds)
 - overhead storage unit slow-close mechanisms
 - Reed Premier™ and Adaptable LED lighting
 - glass used in Systems products² (vertical & horizontal)
 - Improv and X-99 gel arm caps
 - work tools and systems accessories (e.g., laptop holders and footrests)
 - Pergola PET tiles
 - Belong Power Cube and Power Suite

¹ Troubleshooting procedures provided by Haworth must be used to determine if a mechanism is defective, the associated error code needs to be included in the Service Notification. Programmable handsets required to read error codes.

² The tempering process for glass results in stronger glass and allows it to fracture into smaller, less harmful pieces when it breaks. Tempered glass often is referred to as "safety glass" because of this breakage feature. Although stronger, it is still important to handle tempered glass with care and avoid impact damage. Small impurities introduced during the tempering process or damage to edges during handling or use can result in spontaneous glass breakage at unpredictable times and are excluded from warranty coverage.

- **Three (3) Years.** The following Covered Products have a 3-year warranty period:
 - Power Base AI Electrical product
 - painted MDF product
 - USB retrofit kits or products incorporating USB charging outlets (Except Power Base)
 - wall product locksets
 - fabrics rated General Contract (a) under the Association of Contract Textiles Guideline

- **Two (2) Years.** The following Covered Products have a 2-year warranty period:
 - walls door closer mechanisms
 - Pergola drapes and associated track hardware
 - products manufactured of Polyethylene Terephthalate (PET) excluding Pergola tiles

- **One (1) Year.** The following Covered Products have a 1-year warranty period:
 - horizontal use markerboard laminates
 - acrylic tops/surfaces
 - soft palm rests
 - electronic locks and components
 - tablet markerboards
 - mouse pad inserts
 - Translucent edging
 - glass used in walls product (see note ² above for more details and exclusions)
 - Openest™ Plume Screens

- **No Warranty.** The following Products and conditions are excluded from the definition of “Covered Product” and not covered by this Limited Warranty:
 - acrylic or corrugated screens
 - exclusions noted or defined in sections “What Products are Covered” and “What Problems are Covered”

- **Specific Product Lines.**
 - **Tailored Solutions™.** A Covered Product that is modified under Haworth’s “Tailored Solutions” program will have a warranty period that is the same as the standard catalog product that is modified; however, any material modification of the standard catalog product’s features, construction, function, or aesthetics will have a 1-year warranty period.
 - **Haworth Healthcare Products.** The warranty period of a Covered Product within the Haworth Healthcare line of products is as follows (textiles and coverings are not covered by this Limited Warranty):
 - **Five (5) Years.**
 - ✓ guest seating
 - **Three (3) Years.**
 - ✓ standard glides
 - ✓ standard casters
 - ✓ exam room stools
 - ✓ overbed tables
 - ✓ sleeper sofas
 - **Two (2) Years.**
 - ✓ gas cylinders
 - **One (1) Year.**
 - ✓ Thermofoil and Kydex arm caps
 - ✓ Thermofoil tops
 - ✓ central locking casters
 - ✓ recliner and lift chair motors
 - ✓ motion mechanisms
 - ✓ heat/massage
 - ✓ recliner options

- Haworth Collection Products. The warranty period of a Covered Product within the Haworth Collection line of products, including those manufactured outside of North America and sold to a customer based or located in North America, is as follows (textiles and coverings are not covered by this Limited Warranty):
- **Twelve (12) Years.**
 - ✓ Haworth seating products (framework, mechanisms, seating foam, cylinders, mesh, seating glides & casters, and plastic components)
 - ✓ Haworth wood or wood-framed products
 - **Five (5) Years.**
 - ✓ Cappellini products manufactured in North America
 - ✓ Haworth products imported from Europe unless noted for shorter terms
 - ✓ Pablo Designs products
 - **Three (3) Years.**
 - ✓ GAN products
 - ✓ JANUS et Cie seating frames and table frames (excludes cushions, fabrics, frame finish, and glass)
 - **Two (2) Years.**
 - ✓ Cappellini products imported from Europe
 - ✓ Cassina products imported from Europe
 - ✓ Poltrona Frau products imported from Europe
 - ✓ BuzziSpace products
 - ✓ Hushoffice products imported from Europe
 - **One (1) Year.**
 - ✓ JANUS et Cie umbrellas and umbrella base
- **Emeco Products**
- For Emeco warranty information please: [click here](#)
- **Service Parts** – Haworth authorized service parts installed on a Covered Product will be covered by this Limited Warranty for the remaining balance of the warranty period for that Covered Product, so long as the service part was installed by Haworth or an installed certified by Haworth to in install that Covered Product.

GENERAL TERMS

This Product Compatibility and Limited Warranty Policy extends solely to end-user purchasers of Covered Products and not to their successors, assigns, employees, agents, or affiliates. This Policy is not assignable or transferable in whole or in part, whether voluntarily, by operation of law or otherwise, and any purported assignment or transfer will be void.

All determinations regarding the scope, applicability, and interpretation of this Policy, including without limitation the satisfaction of and compliance with any of its conditions and requirements, will be made solely by Haworth in its discretion. All such determinations made by Haworth will be final, non-appealable and binding on all persons.

EXCEPT FOR THE EXPRESS LIMITED WARRANTY STATED ABOVE, TO THE EXTENT ALLOWED BY LAW, HAWORTH DOES NOT MAKE, AND IT EXPRESSLY DISCLAIMS, ANY WARRANTY OR REPRESENTATION, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO ANY PRODUCT OR SERVICE AND, IN PARTICULAR, DOES NOT MAKE, AND EXPRESSLY DISCLAIMS, ANY WARRANTY OR REPRESENTATION OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. ANY LEGALLY REQUIRED WARRANTY THAT MAY NOT BE DISCLAIMED WILL BE LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF MANUFACTURE.

AS SET FORTH IN THIS POLICY, REPAIR OR REPLACEMENT, OR REFUND/CREDIT OF THE PURCHASE PRICE, AT HAWORTH'S OPTION, OF A COVERED PRODUCT ARE THE EXCLUSIVE REMEDIES FOR ANY DEFECT TO THAT COVERED PRODUCT OR ANY OTHER ISSUE RELATING TO ITS MANUFACTURE OR INSTALLATION. IN NO EVENT SHALL HAWORTH OR ANY OF ITS AFFILIATES HAVE ANY LIABILITY IN TORT OR FOR ANY CONSEQUENTIAL, ECONOMIC, INDIRECT, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES, OR FOR LOSS OF PROFITS, REVENUES, USE OR REPUTATION, WITH RESPECT TO ANY COVERED PRODUCT OR ANY OTHER PRODUCT, WHETHER CAUSED BY, ARISING FROM OR RELATING TO A DEFECT OR OTHERWISE.

Applies to U.S. 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 immediately preceding paragraph may not apply to a purchaser. This Limited Warranty gives the purchaser specific legal rights, and the purchaser may also have other rights which vary from state to state.