

# Warranty

At **AMPLEX** we create contract quality office furniture products which stand the test of time. The AMPLEX Warranty provides **(2) two years of warranty** protection on new products purchased from our dealers, except in certain instances, as indicated in our full policy.

All warranty periods begin from the date of delivery.

## Need to file a warranty claim?

**Send us an e-mail to [info@amplexofficefurniture.com](mailto:info@amplexofficefurniture.com)** We'll get back to you ASAP with a proposed solution!

## What's not covered by the warranty

- Damage caused by any non-standard office activities;
- Discoloration of materials caused by stains, soiling, inks, or dyes;
- Surface color changes or discolorations caused by light/sunlight exposure, heat exposure *or* aging;
- Failure resulting from normal wear and tear;
- Textile pilling;
- Natural wood grain variations;
- Damage caused by writing instruments or sharp objects;
- Damage caused by loading furniture above its weight capacity;
- Damage caused by improper installation, except where installation was completed by an AMPLEX authorized installation partner;
- Items manufactured or branded by third parties, including computer monitors and keyboards;
- Items that have been exposed to non-office environments (e.g. warehouse or outdoor exposure).
- Products that have been exposed to humid environments or have been damaged by flooding or excess water.
- Metallic or chromed products cleaned with bleach or other cleaning products not advised in our **Product Care Manual**.

## Warranty length exceptions

- Accessories and Peripherals: 1 year warranty