12 year warranty

All Via Seating products are manufactured with meticulous attention to detail to be high quality, durable, long-lasting and in accordance with ANSI/BIFMA standards.

Via Seating warrants to the initial purchaser, our products will be free from defects in material and craftsmanship for the extent of the applicable warranty period beginning from the date of the original sale.

Products covered by this warranty that were determined to be a result of a defect in material or craftsmanship will at Via Seating's discretion be repaired or replaced with a comparable product free of charge. Via will cover the labor costs of said repair with pre-approval. Repair or replacement of any defective part is the customer's exclusive remedy for any and all product defects. The user shall be responsible for all maintenance service, which includes but not limited to: lubricating and cleaning of the product, assembly, adjustment, checking all screws every six months to ensure tightness and performing operation checks. This warranty applies to all Via Seating products manufactured after January 1, 2021 and shipped to the Contiguous US, Alaska, and Hawaii. There are no other warranties, expressed or implied, other than those specifically described here.

WARRANTY PERIODS

12-YEAR WARRANTY COVERAGE

All Via Seating products are warrantied for 12 years—including 24/7 use chairs—except where noted. Unless otherwise specified, Via Seating's proprietary, closed-cell cold-cured, injection molded foam is also warrantied for a period of 12 years.

24/7 SHIFT APPLICATIONS

Via Seating's 24/7 shift applicable series Brisbane HD 24/7, Genie® [1], Genie Flex® (including FlexBack with TPU) and Vista II are all covered under Via Seating's 12 year warranty [2].

1. Mesh on Genie® is covered for 2 years at 24/7 use.
2. Textiles are covered for 2 years at 24/7 use.

TEN-YEAR WARRANTY COVERAGE

Vista II chairs on casters.

SIX-YEAR WARRANTY COVERAGE

All lounge series (Astro, Chico, Comet, Edge, Luna, Meteor, Muir, Nebula & Orbit), multi-use series (Eclipse, Splash, Sutro & Zee).

FIVE-YEAR WARRANTY COVERAGE

Via Seating quick ship leathers and fabrics, mesh (4u, Genie®, Reset, Rise, Run II, Splash & Vista II), 4u groove fabric, outdoor furniture (Cortina, Eclipse Wired, Miami, Sierra & Tahoe; Splash Air covered for use within 75 miles of salt water and in full sunlight).

TWO-YEAR WARRANTY COVERAGE

Knit mesh (Proform®, Riva), mechanical lumbar option.

Via Seating reserves the right to make changes in design/construction and to discontinue products without prior notice.

WARRANTY EXCEPTIONS

(not covered under warranty)

- Normal wear and tear, abuse, misuse neglect, items with alterations, unauthorized repairs, damaged by fire, flood or other acts of God will not be covered.
- Puddling or wrinkling of Non-Stock fabrics, leather or vinyl.
- Graded-In, COM/COL textiles.
- Color-fastness or matching of colors patterns or dye lot, including; minor variations, color matches to swatches used for specification purposes and/or prior purchases.
- Products specified outside of those shown in this price list.
- Products with unauthorized repair or alteration.
- Products not cleaned, used maintained or installed in accordance with Via Seating's applicable guidelines.
- Products exposed to conditions deemed extreme (i.e. environments other than "normal commercial, indoor office" spaces) and damage from sunlight and UV rays.
- Products purchased "as is" or second hand/refurbished products.
- Products sold by unauthorized dealers.
- Variations of leather; dye lots, environment marks, scars, bites, rubs, wrinkles, stretch marks, pattern markings and minor irregularities in color, surface, grain & texture.
- Samples, floor/showroom samples, road samples.
- Damage caused by the carrier in-transit, which will be handled as a separate claim against the carrier.
- Damage caused by staining, sharp objects, and water damage.

CLAIM PROCESS

In order to process your warranty claim accurately and efficiently please enter your warranty claim through our website at:

https://www.viaseating.com/warranty