

TERMS + CONDITIONS | Warranty

Please note that effective April 1st, 2025, a 4.5% tariff surcharge will be applied to the net subtotal on all orders.

Encore provides a lifetime warranty for all seating products to be free from defects in material and workmanship on structural frame components. All other materials fall under the applicable warranty periods listed in the table below. The company will repair or replace, at its option, without charge to the original purchaser only, defective products or parts that fail during normal use (normal use is defined as eight (8) hour days, five (5) days per week) throughout the applicable warranty period. Field labor and service(s) are not covered under this warranty.

Lifetime Warranty	Frame Components Adjustable Arms and Arm Pads Mechanisms Gas Cylinders
10 Year Warranty	Foam Exposed Wood Components Tables Tablets
4 Year Warranty	Casters
2 Year Warranty	Stool Footrings
1 Year Warranty	Fabric/Vinyl (excluding COM, COV and COL) Electrical Units

COM, COV and COL are also not covered by this warranty. Normal wear and tear is the responsibility of the specifier. Please consult with upholstery material suppliers for performance criteria of individual materials.

Due to the inherent stretch properties of certain woven and/or vinyl upholstery materials, Encore cannot be held responsible for wrinkles or "puddling" that can occur in some materials.

If product fails under normal use within the warranty period, please send description of the pertinent part, together with proof of purchase of the product to:

Encore
Attn: Client Services
5692 Fresca Drive
La Palma, CA 90623

Email: clientservices@encoreseating.com
Fax: 714.562.8202

The foregoing warranty excludes any damages or defects caused by abuse of this product or its use for a purpose other than what the chair was intended. Encore does not assume responsibility for unauthorized repairs to chairs that sustain damages resulting from user modification, improper assembly, attachments to product, misuse, alteration or negligent use of the product.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS ENCORE SEATING PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE EXPRESSED WRITTEN WARRANTY.

LIMITATION ON LIABILITY: IN NO EVENT SHALL ENCORE SEATING BE LIABLE TO THE PURCHASER FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, SPECIAL, OR EXEMPLARY DAMAGES OR LOST PROFITS, EVEN IF ENCORE SEATING HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow the exclusion or limitation of incidental or consequential damages, hence the above restrictions or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.