



AROLD | LIMITED LIFETIME WARRANTY

Arold products manufactured after September 6, 2022

Groupe Lacasse Inc. warrants its products, from the date of invoice, to be free from defects in material and workmanship for as long as the original purchaser owns it; proof of purchase from Groupe Lacasse Inc. being the only official document accepted by Groupe Lacasse Inc. for any claim.

Labor, delivery charges and service not covered under warranty. This warranty is subject to the limitations*, exclusions and other provisions below:

Twenty-Five Years	High-performance thermofused laminate.
Ten Years	Workmanship and internal wood frame.
Five Years	Standard upholstery programs, carded upholstery programs, mechanisms, foams, casters, glides and electrical components.
Two Years	Exposed wood.
Exclusions	Graded-In upholstery programs, C.O.M./C.O.V. and SPL.

* The applicable warranty period assumes that the product is used an average of not more than 40 hours per week. If a product is used more than this, the applicable warranty period shall be reduced in proportion to the increased usage. For example, if casters are used an average of 50 hours per week, the applicable warranty period for the casters shall be reduced to eight years.

This warranty does not apply to “normal wear and tear”, abuse, damage caused by a carrier, damaged caused by transport of product from one site or location to another and alterations to the product not expressly authorized by the Seller. It also does not apply to “Customer’s Own Material”, “Groupe Lacasse Graded-In Program” and “SPL” fabric, (i.e., material specified by the buyer that is not a standard Arold product offering) used in the manufacture of Arold products. The Seller does not warrant the matching of color, grain or texture except to within commercially-acceptable standards. For the purposes of warranty claims, upholstery fabrics that have been dropped from Arold stocked fabric program will be supported for 6 months from the date of discontinuation. For fabrics that are no longer available from the manufacturer, substitute fabrics will be used for warranty claims.

A product will not be considered defective, and it will not be subject to the warranty, if the product is not installed or used as recommended in the Seller’s written planning, installation or user guides. The warranty does not apply to any Arold seating product that is used by an individual weighing over 310 lbs. (141 kg). Warranty will be void if identification label is removed under the chair or if a proof of purchase cannot be supplied, such as an order number or an invoice.

Except as stated above, the Seller does not make any express or implied warranties as to any product and in particular does not make any warranty of fitness for any particular purpose except for use as standard office furniture. The remedies described above are the buyer’s exclusive remedies for any product defect. The Seller shall not be liable for consequential, economic, indirect, punitive or incidental damages arising from any product defect.

For more information, please refer to the current Arold General Price Book or feel free to contact our Customer Service department at customerservice@groupelacasse.com.