

Trendway Corporation

Revised Limited Lifetime Warranty Policy Overview

Warranty Policy Enhancements

- **Simplified** – Easier to understand
- **Expanded** – Coverage added or extended on many products
- **Consolidated** – One warranty covers all products

Key Warranty Changes

NEW August 1, 2004 Warranty	PREVIOUS January 1, 2002 Warranty
3-Shift coverage (except seating)	Single shift coverage
Special Products – 1-year	Special Products – Not covered
Light Ballasts – 3- or 5-years	Not covered
Seating Base – 10-years	Not covered
Seating Foam – 3-years	Not covered
Veneer Finishes – 3 years	Veneer Finishes – 5-years

Complete warranty details are provided in the attached Limited Lifetime Warranty document. This warranty document can also be found on www.trendway.com, or in Trendway price books dated August 1, 2004.

Please contact Trendway Customer Care at 1-800-893-8115 with warranty-related questions.

Trendway Corporation warrants to the original purchaser that the products described in its price lists, sold after August 1, 2004 will be free from defects in materials and workmanship commencing with the date of initial purchase and continuing for as long as the original owner uses these products. This warranty provides limits on the following products:

	Systems	TrendWall	Seating
10 Year	Electrical Components		Base
5 Year	Drawer Slides Systems Textiles Finishes Electronic Ballasts	Systems Textiles Finishes	Seating Mechanisms
3 Year	Veneer Magnetic Ballasts		Trim Fabric Foam
2 Year	Surface Trends	Surface Trends	Surface Trends
1 Year	Non Standard Product Personal Task Lighting	Non Standard Product	Non Standard Product
Not Covered	Light Bulbs Customers Own Material	Customers Own Material	Customers Own Material

The following exceptions apply to all product lines:

- The Trendway warranty applies to normal three shift office use with exception of seating which is a single shift.
- Damage caused by improper treatment of the product including exposure to unusual environmental conditions (extreme climates, acids, and moisture)

This comprehensive warranty applies to all products installed by a Trendway authorized installer. Trendway will repair, or at its option, replace defective merchandise, free of charge, which, when used normally and pursuant to Trendway's published instructions, and applicable planning guide information, prove to be defective within the period stated. This remedy is expressly agreed to be exclusive as a condition of sale. No person is authorized to assume for Trendway any warranty liability, except as expressly set forth in this paragraph, or set forth in writing by an authorized officer of the company at its headquarters in Holland, Michigan.

This warranty does not apply to damage resulting from accident, alteration, transport, or misuse, as well as damage from normal wear and tear such as dents, nicks, scratches, fading and improper maintenance.

Natural variations occurring in materials such as wood and leather are not considered defects, and Trendway does not warrant the matching of colors, grains, textures or colorfastness of these materials.

Trendway provides a three-year warranty on veneer products for quality and craftsmanship. Due to the natural properties of wood, the following are not covered under this warranty:

- Changes in wood color resulting from exposure to light or aging
- Natural color variation between wood veneer and solid wood pieces
- Natural color variation resulting from veneer lay-up
- Natural variation in wood grain or the presence of character marks
- Normal wear and tear
- Exact matching to swatch cards

Trendway makes no warranty to purchasers who acquire products for personal, family, or household purposes, or to purchasers acquiring the product other than directly from Trendway Corporation, its authorized dealers, or others who are specifically authorized by Trendway to sell such products. Trendway's liability with respect to its products shall not exceed that expressly set forth above irrespective of the theory upon which a claim might be based, including negligence. Under no circumstances shall Trendway be liable for incidental or consequential damages. Original product label must be attached to the product in question.

The warranty period is not interrupted or prolonged by the performance of a service under the terms of the warranty. There are no other warranties except as expressly set forth above, either express or implied, including any warranty of design, merchantability or fitness for any purpose.

This warranty supersedes all previously printed Trendway warranties.