

BRC Group is pleased to offer one of the best warranties in the office furniture industry. Where applicable, our products are independently BIFMA tested to ensure reliable and long lasting quality that our government and private sector clients demand. For a full warranty statement, please visit www.brc.group/warranty. For warranty or customer service inquiries, please contact us toll free at 1-877-260-4309 or by email at claims@brc.group

BRC Furniture Products carry a 12 year limited structural warranty. BRC furniture panel and table electrical cabling carry a 3 year limited warranty. All moving user adjustable components carry a 5 year limited structural warranty. All other electrical or electronic elements of BRC furniture carry a 1 year limited warranty.

The validity of these warranties starts at the date of purchase, and only if purchased directly from BRC or one of its authorized dealers. Only the warranty label, original purchase order or an original signed and dated bill of lading will be recognized as an official document as proof of purchase. These warranties are limited to replacing or repairing at BRC's option any defective parts and only if the product has become defective through normal operating conditions. In order to process any warranty claim BRC requires photographs of the product shown in its entirety and at least two photos detailing the specific nature of the deficiency or warranty claim. BRC may request that product(s) are returned prepaid to BRC where assessment or repairs can be affected. All transportation charges remain the responsibility of the customer unless agreed upon in writing prior to receipt by BRC. All returned goods must have a return authorization number (RA#). These limited warranties do not apply to damages caused by accident, abuse, or adverse climatic conditions where temperatures and humidity exceed normal office conditions. These limited warranties will not be honored if BRC products are misused or if installation instructions are not followed properly. Any attempt by personnel unauthorized by BRC to repair or modify a BRC product will render these limited warranties invalid. The responsibility of BRC is limited exclusively to the above mentioned remedy. In no way will BRC be held responsible for circumstantial damages consequent to the use of their products. In the case of products with finishes such as paints or vinyl where their manufacturers cannot warranty absolute color match, BRC declines all responsibility for any color variations, discrepancies, fading or color change for any reason or cause. BRC does not warrant the following: light bulbs or ballasts; grain match or colour variation, or products that must be replaced due to normal life cycle. Under no circumstances or event will BRC be liable in either tort or contract for any loss direct or indirect caused by special, incidental, consequential or exemplary damages caused by product or installation. BRC specifically declines any warranty or liability for customer own material (COM) or customer own design of products. BRC specifically declines any liability or responsibility for services or products which have not been installed by BRC.