

# Warranty Summary

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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](http://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](mailto: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.

# Safety Notice

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## **Instability Hazard**

Mobile items on casters such as flip top, personal and movable tables of any type and storage items of any type may present an instability hazard if not secured correctly while in use or in storage. Flip top tables or training tables of any type, are inherently more unstable when folded. BRC provides the following guidelines & warnings when using mobile products:

- Lock casters immediately after moving. Do not leave the casters unlocked when in use or in storage.
- Motion may increase the instability of any item with casters. If the wheels hit an obstruction the table's forward momentum often causes overturn, especially if the item is not equipped with wheel extensions. Exercise strong caution while moving these items.
- Use caution when abrupt level changes in the floor are present (such as a doorway or room threshold) as caster failure or tipping may result.
- Do not stand, sit or lean on mobile items for support. They are not intended for this use and personal injury, or property damage may result.
- Mobile units that feature height adjustable elements must be lowered to the minimum compressed height when moving to prevent instability. It is also recommended the user remove all computer equipment or other accessories to prevent possible weight imbalance or damage to equipment.
- Failure to follow the guidelines above may result in property damage or personal injury.

## **Heavy Load**

- This product must be anchored to wall to ensure stability & safety.
- It is the owner and installers responsibility to ensure that the wall type and construction is of sufficient strength to carry the loads of any wall mounted products and their contents.
- Failure of the wall and anchors to support all imposed loads may result in property damage or personal injury.
- BRC can provide size and empty weight of its products only. As wall blocking is considered a building construction process, BRC cannot provide recommendations in this respect and cannot be responsible for damage or injury that may occur as a result of improper installation and/or blocking.

## **Load Bottom Drawer First!**

- Operate one drawer at a time.
- Unit may tip if loaded incorrectly.
- Unit should be attached to a wall or other furniture to reduce tipping hazard.
- Always load the heaviest files in the bottom drawer.
- Failure to follow the guidelines above may result in property damage or personal injury.