



A warranty is a promise.

Here's ours: 12 years, 3 shifts, labor included

Our warranty covers everything—including electrical components, casters, pneumatic cylinders, tilts, and all moving mechanisms.

It recognizes the changing nature of work and the need for products that can stand up to continuous use.

And it means that when warranty work is performed in the U.S. and Canada, Herman Miller foots the bill.

At Herman Miller, we work for a better world around you. Our products—and our promise to stand behind their quality 100 percent—are designed to improve your environment whether it's an office, hospital, school, home, an entire building, or the world at large.

Herman Miller Commercial Office Furniture Products

12 years All products sold under the Herman Miller, Meridian®, and Geiger® brand names, except as limited or described below.

Herman Miller for Healthcare® Products

10 years CT-prefixed procedure and supply carts; C-, CO-, and CV-prefixed Co/Struc® products

5 years CG-prefixed Casework products; casters for CT-prefixed carts; mobile computer stands

3 years Electric motors for height-adjustable tables

1 year Keyless entry lock bar (CT620.)

Herman Miller Classic Products

3 years Eames® lounge chair and ottoman, chaise, sofa compact, and two- and three-seat sofas

1 year Capelli stool; Eames molded plywood lounge and dining chairs, molded plastic chairs, wire chairs, molded plywood coffee table, molded plywood folding screen, walnut stool, elliptical table, wire-base table, Hang-It-All® rack, storage unit, and desk unit; Goetz™ sofa; Nelson™ swag leg group, platform bench, coconut chair, marshmallow sofa, and miniature chests; Noguchi table

Lifework™ Portfolio

1 year Airia™ desk and media cabinet; Cognita™ storage bench; Enchord™ desk and mobile cabinet; Sense™ desk, desktop cabinet, and media cabinet

The Be Collection™

5 years Ardea® personal light, Leaf® personal light, RoomTune® tackboard and marker board, single monitor arm, dual monitor arm, laptop holder, laptop/projector stand

1 year C2® climate control, Babble®, Scooter® stand with wood top

Herman Miller International Collection™

5 years

Herman Miller Textile Alliance Program™ Fabrics

3 years

Herman Miller Design on Textile (DOT®) and Customer's Own Image (COI) Products

1 year

Nonstandard Products

1 to 5 years Warranty length on nonstandard products (not covered by the 12-year warranty) is identified on individual product quotes.

All Other Products, Parts, and Services

5 years Electronic ballasts used in task lighting

3 years All service parts

1 year Qt™ Quiet technology

6 months All other products, parts, and any services not listed above, sold or furnished by Herman Miller or its subsidiaries, except for consumable products such as light bulbs, fans, keyless locks, and other electronic products for which no warranty is given

Other Manufacturers' Products

None Herman Miller will pass through to the original purchaser any warranty supplied by other manufacturers to the extent possible, including, but not limited to, open-line laminates.

Provisions that apply to all products and services

Herman Miller, Inc. (“Herman Miller”), 855 East Main Avenue, PO Box 302, Zeeland, Michigan 49464-0302, USA, warrants the products sold by it and its subsidiaries to be free from defects in material and workmanship, regardless of the number of shifts during which the products are used, for the warranty periods specified.

This warranty covers the sale of Herman Miller product in all countries. Not all of the product lines appearing on this list are marketed by Herman Miller in all countries, and appearance on this list does not imply an offer for sale of a product line in a particular place. Product line availability is defined in current price lists applicable to different regions.

During the applicable warranty period, Herman Miller, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty which fails under normal use as a result of a defect in material or workmanship; Herman Miller will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from Herman Miller, its subsidiaries, or its authorized resellers. Any product, part, or component must have been installed, used, and maintained according to Herman Miller’s published instructions in order to be eligible for coverage under this warranty and must not have been subject to misuse or abuse. Any modification to the original product voids the warranty. Herman Miller does not warrant the performance of the product when used in combination with other than original Herman Miller product.

The warranty period starts from the date of purchase.

This document inclusively describes all of the warranties given and remedies available with respect to the company’s products and services. Herman Miller and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

Herman Miller does not warrant:

- natural variations in wood grain or figure or the presence of character marks
- changes in surface finishes due to aging or exposure to light
- marks, scars, or wrinkles occurring naturally in leather
- veins, marks, voids, fissures, or cracks found naturally in stone

In addition, Herman Miller does not warrant:

- failure resulting from normal wear and tear
- the matching of colors, grains, or textures of natural materials
- the colorfastness or the matching of colors of textiles, including an exact match to cuttings, samples, or to swatch cards
- damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments, or prolonged exposure to direct sunlight
- discoloration of Lyris™ and Balance white textiles due to soiling, stains, or dye transfer from clothing including denim

Herman Miller tests Customer’s Own Material (COM) and other customer-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials.

Herman Miller does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

Herman Miller’s products meet the requirements of national and specific local codes as stated in the price books and other written publications.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED AND TO THE EXTENT THEY ARE LEGALLY REQUIRED, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

HERMAN MILLER SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Applies in US only: Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

Applies outside US: Except as stated above, Herman Miller will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products but nothing contained herein will or will be considered to exclude or restrict any liability on Herman Miller’s part for death or personal injury resulting from negligence.

Effective June 15, 2009.



For more information about our products and services or to see a list of dealers, please visit us at www.HermanMiller.com or call (800) 851 1196.

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