



**We proudly stand behind what we make.  
Our no-nonsense, 1-page warranty: 10 years for all products.**

### **Warranty**

Pair warrants all products to be free from defects in materials and workmanship for a period of 10 years from the date of their delivery, except as set forth below.

During these periods Pair will repair or replace free of charge, products or parts that prove to be defective. This warranty is based on normal installation and use of the product in an 8-hour shift. This warranty shall apply to the original purchaser only, is non-transferable, and is not applicable outside the United States.

### **Parts & Components**

7 years - Height adjustable and metal components

5 years - Fabric parts and components

10 years - All other components

Pair does not warrant:

- Natural variations and characteristics inherent of naturally sourced materials.
- Damage caused in shipment. (See freight claims section below.)
- Damage caused by improper installation.
- Products subject to improper use and conditions.
- Customer modifications to the product.
- Any product that has been altered, tampered with, or repaired by any person other than an authorized Pair technician.
- Excess wear and tear.
- Customer's Own Materials (COM) or non-standard textiles and materials not previously approved by Pair.

### **Freight Claims**

Freight Claims for items damaged during transit, must be filed within 48 hours from the date of delivery. Pictures or videos of the damaged goods must accompany the claim to be processed along with the signed BOL indicating the shipment was received in poor condition. Any damaged product that is installed without Pair's prior authorization will not be covered under the claim's process.

### **Concealed Damage**

All product received in good condition must be inspected for concealed damage within 48 hours of delivery. Any defective or damaged product that is installed without Pair's prior authorization will not be covered under the claim's process. Pair can extend a grace period (past the 48 hours) but the dealer must notify Pair of the requested length of time and the date in which product will be delivered to site. Dealer will have 48 hours after delivery to report any concealed damage. This must include counts, descriptions, and photos of the product still in the packaging to receive replacement product at no cost. Photos of installed product that was reportedly received with damage will not be accepted.

### **Labor Claims**

Pair will only cover labor charges to install defective or missing product up to \$500. Labor charges derived from the installation of damaged product during transit will not be covered.

### **Lost Goods**

Claims for missing items must be filed within 48 hours from the date of delivery.

**Effective January 2024**