
Limited Warranty

Office Master, Inc. (OM Seating) warrants to the original purchaser that its products are free from defects in materials and workmanship for the applicable warranty period, as indicated below.

Should any item fail, OM Seating will – at its sole discretion – repair or replace, with a comparable product or part, any item found to be defective as a result of normal commercial use (i.e., a single 8-hour shift, 5 days per week).

This warranty does not apply to items subjected to abuse, misuse, neglect, alteration, or damage caused by shipment, storage, accident, fire, flood, or act of God.

Lifetime Limited Warranty

The OM5 Series* (including the OM5 Active sub-series), Truly,* Series, and Ginny are covered by a lifetime limited warranty on all structural components as defined below.

12-year Limited Warranty

Unless otherwise specified, all models not classified as budget or 24/7 or heavy-duty are covered under a 12-year limited warranty on all structural components as defined below.

7-year Limited Warranty

Unless otherwise specified, all models classified as budget or 24/7 or heavy-duty or bariatric are covered under a 7-year limited warranty on all structural components as defined below. Budget series include: BC, SG, ST, and WS. Bariatric series includes: GY4B-26 and GY4B-30.

Warranty Terms

Within a given model's applicable warranty period, all structural components, including gas cylinders, wood, metal and plastic parts (i.e., chair frames, bases and control handles) are guaranteed against structural failure when under normal commercial use. All OM seating comes with a default 275 lbs. weight capacity limit unless otherwise specified by OM Seating.

For all models, consumable items (i.e., casters, glides, etc.) are covered by a 5-year normal commercial use warranty with the exception of Rubber Casters which will be a 1-Year Limited Warranty.

Fabrics and Foam

OM Seating in-stock upholstery & foam cushions are covered by a 5-year normal commercial use warranty. Normal wear and tear on fabrics such as wrinkling, dirt accumulation or gathering is not covered. This includes Truly,* Series "Jackets" and "Wraps". Natural, minor variations may exist in color, surface, grain or texture of upholstery materials. As a result, any such variations are not warranted. COM/COL and graded-in fabrics are not covered.

Claims Procedure

Should any item fail, contact the Dealer from whom it was purchased. A photograph of the damage(s)/issue(s) and of the "born-on" label underneath the seat will be required to help OM determine the cause and extent of any issues. If it is determined that a return is necessary, return that item and its product proof of purchase to the Dealer, whereupon that Dealer will send both to OM Seating, freight prepaid. OM will repair or replace the defective part at its sole discretion and return it to the Dealer, freight prepaid. **Please email related photos and details for any warranty claims to warranty@omseating.com.**

For claims to be approved and covered, please inspect for any damages or missing items within 10 days after receiving the order.

Returns

Written authorization from OM Seating is required prior to a Dealer returning any failed or defective parts to OM Seating. Any returned defective part(s) will NOT be accepted without this prior written authorization, or a "Returned Materials Authorization" (RMA) # assigned to it.

Warranty Labor

This warranty exclusively covers the repair or replacement of OM Seating parts as determined by OM Seating and does NOT cover any portion of field labor or service. For information regarding OM Seating's non-warranty shop time and related charges, please reference a current copy of OM Seating's pricebook, in the Terms and Conditions section.