



GENERAL LIMITED WARRANTY

Russwood Library Furniture (RLF) guarantees our products will be free from defect in materials and craftsmanship for a period of 5 (FIVE) years. Customer authorized personnel must inspect and make any warranty or shortage claims of new product shipments within 15 days of receipt of order or consider shipment as accepted and complete. This warranty will begin on the date of shipment acceptance by the Customer or its authorized Agent.

If product is not immediately installed upon arrival, it must be kept in/on the packing material in which it arrived and must be kept in a climate controlled environment, out of the sun, in temperatures between 70-80 degrees and no more than 60% humidity. Extended storage of more than 90 days even in the best of environments is discouraged and in some cases may void or reduce the length of the warranty period.

All warranty claims must be made in writing to RLF immediately upon discovery. Customer should only consider a written acceptance of a warranty claim from an authorized RLF Officer as valid. Customer agrees to fully cooperate with RLF and/or its authorized Dealer or Agent in providing verbal and/or written descriptions and/or digital pictures to assist RLF in accessing any warranty claim and if needed - to efficiently and properly prepare for warranty work.

This warranty applies to furniture subjected to normal intended use, wear and environment as deemed by RLF. Any such RLF verified warranty claim will be repaired or replaced at RLF's discretion, at RLF's expense, and by RLF's authorized service personnel.

Any warranty work made during the first year will be - under normal circumstances - made on-site by authorized RLF service personnel.

Thereafter, any warranty work will be made in our Raleigh, NC facility with warranted units being prepared for shipping by the Customer according to RLF's written packing and shipping instructions at the time the written warranty claim is received by RLF.

Any alteration, addition and/or modification to our product; and/or failure to properly maintain and care for the finish and hardware components; and/or failure to notify RLF in a timely manner for general or specific maintenance or care instructions; or improper installation by customer provided installers: shall nullify this warranty. This warranty is not transferable.

EXTENDED LIMITED WARRANTY FOR RUSSWOOD TABLE LEG MOUNTING SYSTEM

Russwood Library Furniture guarantees that the table leg mounting system used in our Providence Series will be free from defect in materials and craftsmanship for the life of the table. Failure of our mounting system to securely hold the leg to the table under normal use and wear as deemed by RLF will constitute grounds to make a claim against this warranty. All other terms and conditions contained within the General Limited Warranty also apply to this extended limited warranty.

Finish Care and Furniture Maintenance

It is advised that written records of regular maintenance efforts and minor repair records be kept in order to maintain product warranty.

To properly maintain the Product Warranty and industrial standards and performance of Russwood Library Furniture Products the following should be noted and followed whenever needed and at frequent intervals.

At the earliest indication of soiling or marking all wood finishes and plastic laminate surfaces and upholstered fabrics should only be cleaned with commonly known and available mild detergents and lukewarm water with a clean soft absorbent cloth or paper product made for such purposes. All surfaces should be completely dried immediately after cleaning.

All hardware such as, but not limited to, hinges, drawer glides, door pulls, wheels, locks, levelers, brackets, closures, anchors, pins, grommets, etc., should be used in its intended manner and inspected at regular intervals for normal wear. Any wear that in any way affects high performance should be immediately noted. Minor repairs such as tightening a screw or adjusting an adjustable glide or hinge should be made immediately. No repair should be attempted that may void the Warranty. Russwood can be contacted at any time for repair or care advice and in limited cases instructions for repair.

All laminate edges and glued edge bands on furniture panels such as but not limited to shelving uprights, circulation desk units, table or carrel panels and all laminate work surfaces should be regularly inspected for proper adhesion. Any lack of adhesion should be immediately noted and RLF contacted. No repair should be attempted that may void the Warranty. Russwood can be contacted at any time for repair or care advice and in limited cases instructions for repair.

Once installed by approved RLF installers, circulation desk units should only be unbolted and re-arranged by authorized RLF personnel in order to maintain your Product Warranty.

Russwood Providence Series carries an additional warranty (contained herein). However, every effort should be made to move a table by lifting it rather than dragging it in order to lessen or eliminate stress on the leg assembly.

Under no circumstances should potted plants or any other moisture prone container be placed on a wood surface. Any resulting damage will void the Product Warranty. Any placement of potted plants on laminate surfaces should be "appropriately padded" and carefully monitored so as not to cause residual damage to wood surfaces or in any other way void the Product Warranty.

Wood fibers naturally shrink or swell, especially across the grain, with changes in humidity. Humidity and temperature are connected to each

other. If significant changes in these occur, wood products can be adversely affected. In a climate controlled room cracking and swelling is rare. For this reason, it is typical for architects to require that heating and air conditioning systems be in use before library furniture is installed. Appropriate temperature and humidity levels should be monitored and maintained.

Every effort should be made to avoid placing any items, containers, or equipment on or next to wood or laminate surfaces that might immediately or eventually scrape, scratch, dent, rub or in any other way damage the finish. Felt or rubber pads under printers or other equipment set on any surface is highly recommended. Placing or arranging furniture with ample "walk around" space will minimize normal wear on wood and laminate surfaces.

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