



GATEWAY
office furniture

Lifetime Warranty

This warranty applies to the original purchaser and remains in effect for as long as that purchaser owns the product. Coverage begins on the product's manufacturing date and applies to defects in materials or workmanship that occur under everyday use during the warranty period. If a covered defect arises and written notice is provided to Gateway Office Furniture within the applicable timeframe, Gateway will, at its discretion, repair the product or replace it with a comparable item.

Unless otherwise specified below, the Limited Lifetime Warranty applies to all Gateway-branded products.

Applicable Warranty Period	Products / Restrictions
<i>Lifetime (as defined below)</i>	All Gateway Office Furniture products from the date of purchase (except where noted below)
<i>Ten (10) Years</i>	All new Gateway Office Furniture products (Benching, Desks, Conference Tables, Credenzas, Casegoods, Seating)
<i>Five (5) Years</i>	• Moving components such as locks, suspensions, casters, chair arms, components, sit-stand Motors, and movable parts • "TFL" worksurfaces for Stretch benching and related components
<i>Additional Notes</i>	Lamps and ballasts are excluded from all warranty categories

What Is Not Covered

This warranty does not apply to damage, failure, or defects caused by:

- Normal wear and tear
- Misuse, abuse, neglect, or accident
- Unauthorized modifications or alterations
- Failure to properly install, use, or maintain the product according to Gateway Office Furniture guidelines
- Shipping-related damage (see separate Freight Claim Policy)
- Use of customer-supplied materials such as COMs, COLs, textiles, or other purchaser-provided materials
- Natural variations in finishes, colors, textures, and grains, which are not considered defects
- Color-fastness or exact matching of finishes, grains, or textures

Warranty Limitations

This warranty provides the sole remedy for defects. No other warranties—express or implied—are provided, including implied warranties of merchantability or fitness for a particular purpose. Gateway Office Furniture is not responsible for any indirect, incidental, special, or consequential damages resulting from product defects.

Contact warranty@conklinoffice.com with any questions.