

HIGHWOOD USA, LLC. PRODUCT WARRANTY

For "Sequoia Professional" Brand Products

3 YEAR COMMERCIAL

20 YEAR RESIDENTIAL

Warranty is only valid for new product purchased from an authorized Highwood USA retailer. Highwood USA LLC ("The Company") warrants to the original purchaser ("Purchaser") that Sequoia Professional contract furniture products shall be free from defects in workmanship and materials, and shall not crack, splinter, rot or suffer water damage or structural damage from termites or fungal decay. If a defect occurs within three (3) years commercial or twenty (20) years residential from the original purchase under normal conditions of use, Purchaser shall notify Company in writing and, upon confirmation of the defect by an authorized Company representative, The Company's sole responsibility shall be, at its option, to either repair or replace the defective item or refund the portion of the purchase price paid by the Purchaser for such defective item (not including shipping or delivery). This warranty certificate is not transferrable.

Warranty Limitations

The Warranty Certificate sets forth The Company's only warranty obligation with respect to the Sequoia Professional product and is in lieu of all other warranties oral or written, express or implied. The Company makes no warranty of merchantability or fitness for a particular purpose with respect to Sequoia Professional product and The Company shall not be liable for incidental, special, consequential or other similar damages arising out of any breach of this warranty.

The Company does not warrant against and is not responsible for any condition attributable to: (1) normal wear and tear and weathering of the Sequoia Professional products; (2) improper assembly of Sequoia Professional products and/or failure to abide by The Company's assembly guidelines; (3) use of Sequoia Professional products beyond its intended original use – including modifications of any type to the product; (4) movement, distortion, collapse of any supporting structure on which Sequoia Professional products are installed; (5) Any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, solvent exposure, mold, mildew, etc.), or staining from foreign substances (such as dirt, grease, oils, etc); or (6) improper handling, storage or abuse or neglect of Sequoia Professional products by Purchaser or third parties.

No person or entity is authorized by Highwood USA LLC to make, and Highwood USA LLC shall not be bound by, any statement or representation to the quality or performance of Sequoia Professional products other than as contained in this warranty. This warranty may not be altered or amended except in writing signed by both Highwood USA LLC and Purchaser.

Warranty Registration

To register your product, visit www.highwood-usa.com/warranty-info.

Warranty Claims

1. The limited warranty covers your product(s) for 3 years (commercial use) or 20 years (residential use). **TIP:** It covers the initial purchaser ONLY, so keep your receipt.
2. In the event that you do have to make a warranty claim, you will need to present your receipt to show date and place of purchase and to show that you are the original buyer. **TIP:** Staple your receipt to this warranty certificate and file it.
3. There are important pieces of information that you will need to provide to us when making a warranty claim. This information will help us process your claim quickly and efficiently. **TIP:** Complete the following information so that you have all relevant info AND your receipt stapled in the same place.

• **Date of Purchase:** _____

• **Product(s) Purchased:** _____

• **Model Number(s):** _____

• **Color:** _____

• **Name of Retail Store or Website:** _____

• **Serial Number(s):** _____

You will find a sticker on the product itself showing this number/bar code — usually on the underside of a furniture piece.

4. If you need to make a warranty claim, please submit photos of the product showing the problem via mail or email along with the above details and a written description of the problem/how the fault occurred.



87 Tide Road, Hometown, PA 18252
Phone: 570-225-7501
Email: inquiries@highwood-usa.com
www.sequoiaprofurniture.com

Except as set forth above, there are no warranties, express or implied, with respect to Sequoia Professional products. Highwood USA LLC expressly excludes and disclaims any implied warranty or merchantability and any warranties of fitness for a particular purpose, application or use. Under no circumstances will Highwood USA LLC be liable for special, incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, and Highwood USA LLC'S liability with respect to defective products shall in no event exceed the replacement of such products or refund of the purchase price, as described above.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation of exclusion may not apply. This warranty provides specific legal rights, and other rights that vary from state to state may also apply.

Thank You

for choosing Sequoia Professional Products

Use promo code **"SEQUOIALOYAL"** as you checkout on your next purchase at our e-store (sequoiaprofurniture.com) for a special loyalty discount.

Please leave a review.

Please take a moment to leave our product a review — either on our e-store or on the authorized retailer's website.

Not totally satisfied?

One of the seven principles that guide how we do business is, "Treat others as we want to be treated". If you have a complaint, please talk to us and give us the opportunity to make it right before leaving negative feedback. We want you to be delighted with your Sequoia products.

The Hardware Kit

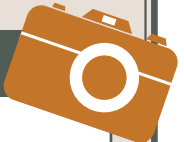
Your hardware was packaged by CTC Manufacturing, a non-profit dedicated to teaching life skills and providing employment for persons with disabilities.

Highwood is proud to support CTC's mission. If you have any questions about your hardware, please contact us.

Win a Prize in our Drawing!

Email a photo of your installation or project to inquiries@highwood-usa.com for a chance to win a prize.

Please note that submitting a photo grants us permission to use your image in our marketing materials and reference you as (for example) "Julie T". If you would rather we say "Anonymous.", just let us know. Thanks!



Customer Service
M-F 8am-5pm EST 570-225-7501
Email: inquiries@highwood-usa.com
www.sequoiaprofurniture.com

Follow us on social media.

