

I. General Information

There are certain precautions to be exercised that apply to any and all wood finishes.

- a. Avoid exposing furniture to direct sunlight. The color may change, and the finish may deteriorate from prolonged exposure to sunlight.
- b. Maintain a relatively constant temperature and humidity in the building. Excess heat or cold may cause cracking, warping, and checking of wood in furniture. There are certain suppliers of humidifiers who can provide units specifically engineered to service your building.
- c. Protect furniture from direct wetting. Moisture left on any wood finish will cause deterioration of the finish and materials.

II. Care of Wood Surfaces

To clean wood surfaces, use a heavily diluted mild dish soap in warm water to wipe down surfaces. Follow this with damp cloth to remove any remaining soap and dry thoroughly ensuring no water is left standing on the surface.

To see process, watch: <https://www.youtube.com/watch?v=-5MNTgwKQys>

III. Care of Upholstered Surfaces

Routinely vacuum, with a wand only, loose particles from upholstered furniture. Dust and gritty particles can become embedded in the upholstery and cause excessive wear. For stains, refer to the cleaning code noted on the back of your fabric card. Contact Sauder® Manufacturing Co. for any help needed in acquiring this information.

Cleaning Code “CP”	Consult professional
Cleaning Code “S”	Clean only with pure solvents (petroleum, distillate-based)
Cleaning Code “W”	Clean only with water-based cleaning agents
Cleaning Code “WS”	For water-based stains use a water-based cleaning agent For oil-based stains use a solvent cleaner

This information is provided only as a service and should not be interpreted as warranty. Cleaning and spot-cleaning results may vary in individual case. If you have any questions consult a professional dry cleaner.

IV. Miscellaneous Maintenance

Over a period of time minor changes can appear. Loosening of accessories, breakage during the course of use, or loosening of the floor anchorage. These can easily be remedied by your building maintenance person. The manufacturer will provide replacement parts when required and procedural assistance if needed.

product	years under warranty				renewability	
	1	2	10	25	full	component
Arris				X	X	
Bistro	X					
Bowen	X					
Bridge				X	X	
Capital Lounge				X	X	
Chandler	X					
Dalton	X					
Rally				X	X	
Canyon			X			
Madison			X			
Rio			X			
Tables & Bases				X		
Autumn			X			X
Grille		X				X
Horizon			X			X
Kidz			X			X
Laurelwood			X			X
Mission			X			X
Oaklok			X			X
Paragon			X			X
Platform/Chancel				X		X
Plyfold			X			X
Plylok				X		X
Unity®			X			X
Vantage			X			X
Wedgewood			X			X
Deli		X				X
Parlor			X			X
Clarity			X			X
Duet			X			
Jury Seat			X			X
Pews				X		
Vista			X			X

accessory	years under warranty				
	1	3	10	15	25
Bookracks - Chair			X		
Bookracks - Pew					X
Fabric			X		
Foam - Auditorium			X		
Foam - Chairs			X		
Foam - Pews				X	
Interlocks			X		
Kneelers - Chair			X		
Kneelers - Pew				X	
Casters		X			
Glides		X			
Tablet Arms		X			
Cylinder Mechanism		X			
Power Unit - 120V/USB	X				
Spring Seat				X	

Sauder® Manufacturing Co. (“Company”) provides the following warranty to the end-user and owner (“Owner”) of the new Sauder Worship Seating products (“Products”). All Sauder Worship Seating products are warranted to be of good quality and free from defects in material and workmanship under normal use for the periods noted below.

The warranty information above covers the structure of the furniture: the laminated veneer or solid wood frame, the construction of the arms, table legs and stretchers, delamination of tables, and all fasteners and moving parts. *Fabrics: Sauder Worship warrants Sauder Program Fabrics, if purchased through Sauder for use on Sauder products for a period of 10 years.

General Information

This warranty is in lieu of all other warranties express or implied, including any warranties of merchantability or fitness for a particular purpose. To the extent allowed by law, the terms of this warranty and any dispute in connection therewith, shall be governed by the laws of Ohio. The exclusive venue and

forum for any dispute in connection with this warranty shall be Ohio. Rights may vary by state. This warranty is non-transferrable, starts on the date of the original product invoice, continues for the applicable time period and is strictly governed by and subject to the terms and conditions set forth herein.

Company Products meet ADA and International Building Code requirements. Any additional fire barrier code compliance will be expressly noted in Company’s Contract or Purchase Order. Unless otherwise noted in Company’s Purchase Order or Contract, Company shall not be responsible or liable for compliance with any other federal, state or local codes, regulations, ordinances, rules or laws. Company makes no representations or warranty with respect to the Products, or any installation of such Products, being in conformance or compliance with any such laws.

Resolution of Claims

In the event there is a defect in the material or workmanship:

1. Company should be notified in writing or email of any warranty claim within 14 days of discovery of the alleged defect. Such timely written notice is a condition precedent to asserting and enforcing any warranty claim. Failure to do so will result in a waiver of any warranty rights.
2. Manufacturer will replace/repair (with original style or acceptable substitute) at its discretion, defective Products and workmanship. Such repair or replacement shall be the sole and exclusive remedy for defective Products or workmanship.
3. Any request for repair work or replacement of Products necessitated by damage caused by others shall be considered an order for extra work and a change order or invoice shall be issued.
4. Any disputes will be mutually reviewed and negotiated in good faith by and between principals for Company and Owner. If such negotiations shall fail, the dispute shall be subject to mediation as a condition precedent to arbitration or litigation.

Exclusions & Conditions

This warranty excludes and does not apply to:

1. Unauthorized representations or claims made by sales representative
2. Consequential, liquidated, incidental or special damages; Acts of God

3. Improper operation or abuse, alteration, modification or misuse of Products
4. Damage caused by Products being unduly subjected to water or damaged by U.V. rays (damage caused by ultra violet light from direct, indirect or diffuse sunlight or artificial lighting sources)
5. Damage caused in storing/moving Products or furniture after delivery and prior to installation – when stored at customer request
6. Damage caused by on-site construction process, other contractors or subcontractors, or the work of such contractors or subcontractors, including drywall dust
7. Owner/End User requested nonstandard components or customer-supplied components
8. Accessories that are considered consumables, including kneeler bumpers, pivots, floor pads and stops
9. Improper or inadequate maintenance and Products not maintained in accordance with the Sauder Worship Seating Care and Maintenance guide
10. Damage to the underlying facility or property, including normal wear and tear to floors from chairs
11. Natural and normal wear and tear of finishes/fabrics, including rips or tears not due to manufacturer defect
12. Differences or variances in color from sample material (except within commercially reasonable tolerances) to actual product, nor matching fabrics on separate orders
13. The matching of color, grain or texture due to the natural variation in wood, fabric and leather (except within commercially reasonable tolerances)
14. Fabric damage caused by stain, wax, vacuuming or improper cleaning (Note: Fabrics are not standard with stain repellent treatment)

ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED AND DISCLAIMED. THIS LIMITED WARRANTY IS THE ONLY WARRANTY FROM COMPANY APPLICABLE TO THE GOODS.

TYPES OF RENEWABILITY

Fully Renewable: These products have replaceable covers with hook and loop upholstery attachment and most components are replaceable as well

Component Renewable: Entire seat cushions (wood/foam/upholstery) and back cushions (wood/foam/upholstery) are replaceable. Additional replaceable components may vary per product. Additional component examples: Arms, tops, foot or casters, arm or back caps, handles, drawers or doors, etc.

See Chart for product details.