

Horizon General Warranty Information

HORIZON offers the following warranties to the original owner of a Horizon product, when purchased from an authorized HORIZON dealer. These warranties protect the original purchaser against defects in materials and workmanship. The warranties do not cover any onsite labour or transportation costs incurred during the warranty period. HORIZON will repair and/or replace, solely at its discretion, components found to be defective, as the sole remedy for any covered defect. The warranties do not cover products that are abused, misused, altered or damaged during shipment or storage, as determined by HORIZON. Warranties do not apply to damage caused by normal wear and tear or any products being used for rental purposes. Horizon warranties do not apply to failures resulting from; negligence, abuse, misuse or accident; Improper assembly, installation or maintenance; Modification, attachments or unauthorized repairs; damage caused by carriers in transit or delivery. HORIZON makes no warranty that any of its products are suitable for any specific purpose and makes no other warranties, expressed or implied, other than set out here. In no event shall HORIZON be liable for any loss, direct or indirect, nor for any damages, whether incidental, consequential or exemplary. **Note:** Warranties set out below are based on normal commercial product use unless specifically stated otherwise. Normal use is defined as a standard, single shift work day (8hrs/day - 40hrs/week) for users weighing up to 250 pounds.

Horizon Seating™ – 15 Year warranty

HORIZON extends a 15-year warranty on all non-moving metal components to the original owner of any Horizon Seating product, purchased from an authorized HORIZON dealer. HORIZON also offers the following additional warranties: Ten (10) years on all bases, gas cylinders and control mechanisms. All wooden, plastic and polyurethane components, as well as foam and upholstery materials, are warranted for two (2) years.

Fenwick™, Cierra Grande™ Heavy Duty and 24 Hour Seating

Horizon offers the same warranty coverage as outlined for the Horizon Seating line for Fenwick™ and Cierra Grande™ heavy duty and 24/7 seating products. The usage limitation is extended to include multi-shift and 24 hour applications (where defined) as well as users weighing up to 400 lbs.

Activ™ Seating - 5 year Warranty

Horizon warrants the Activ™ seating products so designated to be free from defects in materials and workmanship for 5 years on bases, gas lifts, mechanisms and armrests. Foam, upholstery, casters, wooden and plastic components are warranted for 2 years.

Activ™ Seating - 2 year Warranty

Horizon warrants the Activ™ seating products so designated to be free from defects in materials and workmanship for 2 years on bases, gas lifts, mechanisms and armrests. Foam, upholstery, casters, wooden and plastic components are warranted for 1 year.

Horizon ECA™ – Limited Lifetime Warranty

Horizon warrants that their computer hardware support products so designated will be free from defects in materials and workmanship and will perform their intended function, under normal installation and use, for the lifetime of the product. Components of the support mechanisms which provide height adjustment or a reduction in closing forces shall be warranted for a period of 5 years.

ActivErgo™ Products - 5 Year Warranty

Horizon warrants the ActivErgo™ computer hardware support products so designated to be free from defects in materials and workmanship for a period of 5 years for metal components, frames and attachments as well as height adjustable table motors, when installed and used as intended. Other electrical components and switches are warranted for 3 years.