CHAIR WARRANTY PROCESS – LESS THAN TWO CHAIRS

1. Take photo of chair manufacturer label; normally found on the underside of a chair. See example:

   ![Manufacturer Label Example]

   Mfg Date: YY/MM/DD
   Note: Chairs have a 10-year warranty; if date exceeds 10 years, a cost estimate will be provided by the vendor.

2. Take photo(s) of damage or warranty item that needs replacement. See examples:

   ![Damage Examples]

3. Email local vendor for warranty assistance; include: photo of manufacturer label, photo of the issue, and description of the issue. See local vendor email contact information:
   a. HAWORTH Product: Michigan Office Environments: jcheasley@moe1.com
   b. STEELCASE Product: Custer: https://custerinc.com/service-support

4. Servicing Dealer will provide expertise with the feasibility of a warranty or a repair and will provide a proposal for the cost of repair parts, including labor if necessary accordingly.
5. If labor is covered under warranty; vendor may do the replacement
6. If labor is not covered under warranty; place Bronco Project Request for WMU labor to perform the labor.
7. Place order with the servicing vendor with your university VISA/Procard.
8. Once parts arrive, department will coordinate labor to complete the repair according to step #6 noted above.

CHAIR WARRANTY PROCESS – MORE THAN TWO CHAIRS OR A CONTINUAL PROBLEM

1. Place a Bronco Project Request and include: photos of manufacturer label, photos of the issue, and description of the issue and indicate room location(s).
2. FM will evaluate if this issue has been a consistent problem and create a project for tracking.
3. FM will determine if a Maintenance Shop or Design Division will handle the coordination.
4. FM will determine if there will be a service fee attached to this repair to cover coordination costs.
5. FM will work with manufacturer to evaluate all chairs and develop a plan for fix or replacement.

1903 W. Michigan Ave., Kalamazoo, MI 49008-5202
Phone: (269) 387-8543 • wmich.edu/facilities/design
Campus Services Building