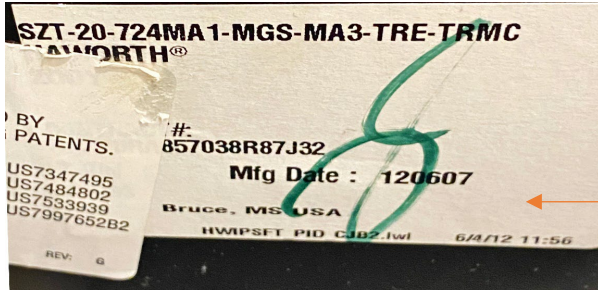


CHAIR WARRANTY PROCESS – LESS THAN TWO CHAIRS

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



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:
 - a. For classrooms or public spaces, submit a [Bronco Fix-It request](#). Maintenance will supply labor if warranty parts are provided.
 - b. For department office/spaces, submit a [Bronco Project request](#) with you f/cc. You will be charged a small fee for our trades to install the part.
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.