

Rights & Warranties

Item	Warranty Length
Acrylic Display	6 month warranty due to product defect
Engage Collection	6 month warranty due to product defect
Maker Collection	5 year warranty due to product defect
Skware Collection	5 year warranty due to product defect
Discovery Activity Tables & Play End Panels	2 year warranty due to product defect
Kurve Collection	5 year warranty due to product defect

Warranties are void if the damage is caused by misuse, misapplication, or if the product is modified. 3branch reserves the right to determine if damage meets warranty criteria and to repair, refund, or replace an item.

Call 877.899.9902 to report any damage and file a warranty claim.

For questions or service, visit 3branch.com or call 877.899.9902.



PRODUCT WARRANTY

Code: F-SAC-06
Version: 04
Update Date:
01/08/2024

Warranty Terms

MUMA S.A.S. declares that its products comply with technical inspection processes and guarantees their suitability for the intended use. The warranty is based on Consumer Protection Law 1480 of 2011, effective since April 2012. **ARTICLE 8. LEGAL WARRANTY PERIOD:** "The legal warranty period begins upon delivery of the product to the customer."

Swivel chairs and stools: 2 to 5 years warranty for manufacturing defects, depending on the model (consult a sales advisor). Nylon bases, lumbar support, and gas cylinders have a 1-year warranty, while casters have a 6-month warranty.

Workstations, meeting tables, desks, and training tables: 2 to 5 years structural warranty against manufacturing defects, except for levelers, which have a 6-month warranty. These items should not be dragged or dropped.

Auxiliary tables, student desks, home office furniture, and dining area furniture: 1 to 3 years structural warranty, 2 years for paint, and 6 months for levelers, caps, and accessories. Avoid dragging, dropping, or exposing them to large amounts of water.

Sofas, armchairs, booths, tandem seating, and poufs: 3 years structural warranty, 2 years for textiles and injected foam, 1 year for laminated foam, and 6 months for levelers, caps, and accessories.

Metal-plastic chairs, university chairs, tandem seating, and wooden-based chairs: 3 years for structural defects, 2 years for plastic seats, 1 year for wooden bases, and 6 months for plastic accessories and caps.

Monoblock chairs for outdoor areas: 2 to 5 years for structural defects, 2 years for discoloration. Durability depends on exposure, maintenance, and proper use.

Metal and wood-metal storage units: 3 years for manufacturing defects (home storage units: 2 years). Paint and wood: 2 years, foam and textiles (for cushioned items): 1 year, and 6 months for rails, levelers, accessories, and locks.

Hinges and slides: 1-year functional warranty per manufacturer's terms.

Accessories (whiteboards, shelves, multipurpose carts, partitions): 1-year manufacturing defect warranty.

Electrical systems: 1-year warranty for manufacturing defects (does not cover installation or third-party activities). Designed for computing use.

Custom and bean bag furniture: 1-year warranty or as per supplier terms. Warranty does not apply to anchoring, as it depends on floor or wall conditions.

General Exclusions

Warranty does not cover:

- Damage from humidity or water exposure (unless designed for outdoor use).
- 1-year upholstery warranty covering fabric structure, color retention, and abrasion (misuse voids warranty).

OUTLET PRODUCTS

MUMA offers discounted products due to minor aesthetic defects, discontinued designs, or showroom use. **Outlet items have a 3-month structural warranty** but do not cover aesthetic issues like scratches or discoloration. Warranty starts from the delivery date and does not include a right of withdrawal.



PRODUCT WARRANTY

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Warranty Conditions

- Applies only to defective parts, not entire products.
- Color variations between production batches are not covered.
- If a product/component is replaced under warranty, MUMA reserves the right to retain the damaged item or request its disposal.

Warranty is void if:

- Normal wear and tear occurs.
- Warranty period has expired.
- The product has been repaired or altered by unauthorized persons.
- Customer-specified order details were incorrect.
- Damage results from dragging, dropping, or improper maintenance.
- The product was exposed to heat, moisture, or exceeded its design load.
- The product was stored or transported improperly.
- Missing parts were not reported within 8 days of delivery.
- MUMA is not liable for consequential damages, lost profits, moral, or financial damages due to force majeure events.

Warranty Claim Process

Contact MUMA Customer Service via email at sciente@muma.co or WhatsApp at **+57 3207274012 / +57 3157755466** with:

1. Description of the issue.
2. Product reference and order/invoice number.
3. Availability for inspection.

Response times:

- **Technical inspection:** 48 business hours.
- **Component replacement:** 6 to 24 business days, depending on product type.



We're Here for You. Anytime.

Feel free to call or email our Customer Experience Team whenever you need assistance. Our Customer Experience hours are 5 a.m. - 5 p.m. PT.



Phone Numbers

[\(888\) 274-8664](tel:(888)274-8664)

SitOnIt Seating

(714) 995-4855

Fax Orders



Email

warranty@exemplis.com

SitOnIt Seating Limited Warranty

Note: The following warranty terms do not apply to SitOnItSeating Home Edition products.

Exemplis LLC and SitOnIt Seating (hereafter referred to as the Company), warrants to the original end user that this product will be free from defects in its material and workmanship when used in a single shift (standard 8-hour day, 5 days per week) for the following warranty periods

Lifetime Warranty Coverage

All SitOnIt Seating products, except where noted below.

Structural: Kindl Frame

Structural Components: eBEAM, HiQ, Parallon, Prise, Switchback, Surge and Voyager

12-Year Warranty Coverage

Seating: Amplify, Cora (Guest, Hip and Stool), Focus 2.0, Kindl (Guest, Bariatric, Freespan, PreConfigured), Novo, Torsa, and Wit used in multi-shift (24/7) applications

Lounge seating and occasional/ lounge tables.

Tables: Ocala bases and Tensor bases.

Monitor Arms: King Cobra, Mobio Series and Unity G2.

Laminate tabletops

Plastic Shells

10-Year Warranty Coverage

Non-Stop Heavy Duty, Cora (Midsize and Bariatric), Freelance Bariatric and chairs purchased with a Heavy Duty (HD) or Large and Tall (LT) option used in multi-shift (24/7) applications.

Electrical Components: eBEAM, HiQ, Parallon, Prise, Switchback and Surge

5-Year Warranty Coverage

Fabric, foam, knit back, mesh and plastic.

All filing products.

CPU holders

Screens

High Tide

Keyboard trays

Lighting fixtures

Power components: EON, Current, Power Strips

Wire management

2-Year Warranty Coverage

Fabric and foam cushioning for Non-Stop Heavy Duty, Freelance Heavy Duty, Cora Midsize and Bariatric, Kindl Bariatric, and chairs purchased with an HD or LT option

Multipurpose felt glides

Half-Moon Pencil Drawer

1-Year Warranty Coverage

Lighting and Power Supplies.

Mouse Pads.

Wrists Rests.

THE COMPANY DOES NOT WARRANT

- COM/COL textiles
- Product abuse or misuse or negligence in misuse
- Failure resulting from normal wear and tear
- Products that have been modified or altered and any attachments to the product
- Products that are exposed to extreme environmental conditions such as water damage and/or have been subject to improper storage
- Floor samples or display models
- Products purchased “as is” and/or secondhand
- Products sold by unauthorized dealers
- Creasing and/or gathering of textiles during upholstery application process
- Minor irregularities of color, surface, grain and texture
- Minor variations of color in textiles
- Variations of texture and natural markings such as neck wrinkles, scratches, backbone marks and stretch marks in leather
- Color matching of textiles exactly to samples, swatches or prior purchases
- The substitution or use of non-SitOnIt Seating components with SitOnIt Seating products

APPLICABLE PROVISIONS TO ALL PRODUCTS AND SERVICES:

Exemplis LLC and SitOnIt Seating (hereafter referred to as the Company), warrants to the original end user that this product will be free from defects in its material and workmanship when used in a single shift (standard 8-hour day, 5 days per week) for the above listed

warranty periods: The Company will, at its option, repair or replace with a comparable product, without charge to the original purchaser, only defective products or parts found defective during the Warranty Period. If requested by the Company, the original purchaser must return the part or product with freight or other shipping charges prepaid

Under no circumstances will the Company be liable for injuries or damages arising from use of the product.

This warranty shall be effective for the applicable time period beginning from date of purchase as shown on original purchaser's original receipt or other proof of purchase.

For products purchased on or after August 1, 2012, the Company shall pay for all labor costs pre-approved by the Company. The payment of such pre-approved labor costs will be in the form of a credit to an active Company account.

This is an EXCLUSIVE LIMITED WARRANTY.

There are no other warranties, expressed or implied, including without limitation, any implied warranty of merchantability or fitness for a particular purpose. The Company will not be responsible for incidental or consequential, special, or indirect damages. The purchaser is responsible for determining suitability for its intended use. The Company disclaims any liability for defects, loss of use, or claims or injuries arising out of the incorrect choice of product for particular usage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

The Company will advise you of the procedure to follow when making warranty claims. Call the Company at the number below to explain the defect. Give your name, address, and telephone number. Please be prepared with the model number and sales order number.

SitOnIt Seating: [\(888\) 274-8664](tel:8882748664)

ADDITIONAL INFORMATION

BENCHING, TABLES AND HEIGHT ADJUSTABLE TABLES

Please note that power components on a height adjustable table include: Hand Controls, Motors, Control Boxes, and Electrical Cables.

POWER COMPONENTS

Power components are defined as any power unit with electrical outlets and/ or USB/Data connections, connector jumper cables for daisy chain and infeed's for hardwire applications.

MONITOR ARMS

Weight capacity of the arms must be followed. If an arm is not functioning properly because of the weight of the monitor is outside of the advertised weight capacity, the monitor arm will not be considered defective under the warranty.

FILING

This warranty does not cover damage from ordinary wear and tear, including paint finish changes and/ or discoloration resulting from aging or exposure to light.

DIVIDERS

Standard textiles (not to exceed the original manufacturer's warranty), finishes, tacking surface of tack boards, writing surface of whiteboards.

SHIPPING

For orders shipping outside the contiguous 48 U.S. states or the common provinces of Canada (British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick & Nova Scotia), we will provide replacement parts and pre-approved labor as determined by our warranty team. However, matching our standard freight policy, we will only ship those replacement parts to a U.S. port. It is up to our dealer to handle freight costs from the U.S. port to their location.