



## Warranty

**10 Years on all products.** Custom products have a 1 year warranty.

Terms in effect for orders placed as of April 1, 2018

Warranty Overview	
10 years, including both parts and labor*:	10 years, parts only:
ACTIV KINEX	ICON ILINE SEATING
*For labor reimbursement, contact our Customer Care team at <a href="mailto:cc@amqsolutions.com">cc@amqsolutions.com</a>	

AMQ warrants that its products are free from defects in materials and workmanship for the life of the product, except as set forth below. This warranty applies to AMQ Products delivered in North America: United States, Canada and Mexico. The warranty is valid from the date of delivery, regardless of shift usage, to the original End User and is non-transferable. AMQ will repair or replace with comparable product, at its option according to the reimbursement table on page 2 any product, part or component which fails under normal use. End User means the final purchaser acquiring a product from AMQ or an AMQ Authorized Reseller for the purchaser's own use and not for resale, remarketing or distribution.

See additional terms, next page.

■ For warranty claims, please contact the AMQ Customer Care team at [cc@amqsolutions.com](mailto:cc@amqsolutions.com) or call (877) 807-0370.

## AMQ Warranty, continued

This warranty is based on normal installation and use of the product in an 8-hour shift.

This warranty does not apply to:

- Damage in shipment caused by a carrier
- Defects caused by improper installation
- Products subject to improper use and conditions
- Customer modifications to the product
- Any product that has been modified, altered, tampered with or repaired by any person other than an authorized representative of AMQ Solutions
- Normal wear and tear (professional use 8 hours per day, 40 hours/week)
- Labor charges and/or damage incurred in the installation, repair, or replacement of any products are excluded. AMQ Solutions will replace the product if the claim is approved.

AMQ Solutions obligation under this warranty is limited to replacing any product or part that it determines to be defective after inspection by its authorized representative, following receipt of written notice of the defect from the purchaser within the warranty period. This warranty shall apply to the original purchaser only, is non-transferable, and is not applicable outside the United States, Canada, and Mexico.

### Freight Claims

Freight Claims must be filed within 10 calendar days from the date of delivery. Pictures of damaged goods and the original cartons are required and must accompany the claim.

### Product Design

The right is reserved by AMQ Solutions to make changes in design and material, as well as discontinuance of parts and units when such action is deemed to be an improvement in design, function and/or construction.

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