

Joerns Healthcare Warranty Program

for all Casegoods Furnishings

Joerns® Casegoods are warranted for a period of five (5) years from the date of delivery against defects in materials and workmanship under normal use and service.

It is the responsibility of the customer to use and maintain our products in accordance with our recommendations.

This warranty does not apply to damage or defects caused by misuse, incorrect handling, unsuitable environmental conditions or failure to maintain the product in accordance with the manufacturer's recommendations.

This warranty will not apply if the product has been subjected to any alteration, modification, repair or attachment unless carried out by an authorized service agent.

Parts

In the event of a warranty claim, an authorized service agent may be required to inspect the product on-site or the customer may be asked to return part or product for inspection. After inspection, and verification of the warranty claim, either a new part or credit will be issued.

Warranty replacement parts will be covered until the original product warranty has expired.

In the event that the collection, style or color is discontinued during this warranty period, Joerns Healthcare will provide the customer a pro-rated credit towards the purchase of another casegoods selection, according to the following schedule:

0-24 Months:

Replaced free of charge.

25-36 Months:

75% credit of original purchase price.

37-48 Months:

50% credit of original purchase price.

49-60 Months:

25% credit of original purchase price.

Colors are not guaranteed to match, as they are subject to change over time.

Service

Most service requests can be handled by the customer's own Maintenance Department with assistance from the Joerns Healthcare Service Department.

At times, Joerns Healthcare will issue an authorized service agent to service or replace the product or part, on-site. Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing (at Joerns Healthcare's option), any product found by Joerns Healthcare to be defective.

This warranty is extended to the original purchaser of the equipment.

