




Warranty Comparisons

	 Miller at Work	Concept Seating	Ironhorse Seating	Body Built	Natural Posture	ERA	Herman Miller Aeron
Frame	24/7 lifetime	10 years	5 & 10 year	7 years	5 years	Lifetime	12 years
Seated back foam	5, 7.5, or 10 years	6 years	Structural parts	Not covered	5 years	2 years	N/A
Lumbar/neck foam	5, 7.5, or 10 years	6 years	3 tears	Not covered	5 Not covered	2 years	N/A
Arms	5, 7.5, or 10 years	6 years	3 years (some are not covered)	Not covered	5 years	2 years	12 years
Arm pads	5, 7.5, or 10 years	6 years	3 years	3 years	5 years	2 years	12 years
Mechanism	5, 7.5, or 10 years	6 years	5 years	5 years	5 years	2 years	12 years
Arm plates	5, 7.5, or 10 years	6 years	5 years	5 years	5 years	2 years	12 years
Upholstery	5, 7.5, or 10 years	Not covered	3 years	5 years	Not covered	2 years	N/A

Warranty Comparisons Continued

	 Miller at Work	Concept Seating	Ironhorse Seating	Body Built	Natural Posture	ERA	Herman Miller Aeron
Cylinders	5, 7.5, or 10 years	2 or 6 years	5 years	7 years		2 years	12 years
Spindle lift	Lifetime	N/A	N/A	12 years	5 years	5 years	N/A
Bases	Metal Lifetime	6 years	5 years Nylon Base unless upgrade	N/A	N/A	5 years	12 years
Casters	5, 7.5, or 10 years	6 years	3 years	Lifetime	5 years	5 years	12 years
Mesh	12 years	N/A	5 years	7 years	5 years	5 years	12 years except
Ships Assembled	Yes	No	Yes	Yes	Not covered from sharp objects		Yes
Normal wear/tear	5, 7.5, or 10 years	No	No	No	No	5 years	No
Labor Included	5, 7.5, or 10 years	No	No	No	No	5 years	No

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UL testing approved	Yes	N/a	Not specified	Not specified	No	5 years	Yes
GSA approved	Yes	Not specified	Not specified	Not specified	Not specified	5 years	Yes
Footrings	Lifetime	2 or 6	5 years	Not specified	5 years	5 years	Yes
Stool Cylinder	5, 7.5, or 10 years	2 years	5 years	12 years	5 years	5 years	12 years
Extended warranty available	7.5 & 10 years	No	No	No	N/A	Does not over normal wear/tear	No

All warranties will be tracked by the customer purchase order number and/or Miller at Work invoice number.

Our warranties are applicable to the 48 contiguous states and the District of Columbia

Miller at Work's warranties include labor for repairs and all labor repairs will be authorized by Miller at Work.

Miller at Work warranties typically cover normal wear and tear, with the exception being cases where the appropriate weight capacity is not adhered to by the purchaser.

No other manufacturer besides Miller at Work provides a warranty covering normal wear and tear. Our commitment to a 24/7 work environment leaves no room for normal wear and tear, giving our competitors the leverage to disqualify any warranty claims.

In no event shall the total liability manufacturer resulting product failure, as damages or otherwise, exceed the purchase price of the product. Neither Miller at Work nor their authorized dealers under any circumstances shall assume responsibility for loss of time, inconvenience, commercial loss, expenses for travel, lodging, or damage to personal property, loss of revenue, or incidental or consequential damages.

Miller at Work reserves the right to make changes or improvements in the design of Miller at Work products without obligation to make corresponding changes or improvements in previously manufactured Miller at Work products.

This is the exclusive and complete warranty made by Miller at Work with respect to Miller at Work Intensive Use seating products. No person whatsoever is authorized to make any representation, warranty, or promise on behalf of the manufacturer. Miller at Work makes no other expressed warranties and disclaims any and all implied warranties. The remedies set forth above pertaining to repair or replacement of parts or materials are exclusive of all other remedies. Dealer makes no warranty on his or her own.

All warranty claims must be submitted using the online claim form or email at claims@mawhp.com.