

Product Warranty

What is the warranty on your products?

The only warranty, expressed or implied, is a one year guarantee against defect in workmanship and material.

This warranty does not apply to damages which may result from neglect, accidental or intentional damage, damage or wear to any swivel mechanism, normal wear and tear, and misuse of product, unauthorized repair, exposure to extremes in temperature and humidity, and alteration or abuse of the product. Wood products ordered "unfinished" do not come with a warranty.

Repairs or replacement under this limited warranty will be made through an authorized John Boos & Co. distributor, if possible, the same dealer/distributor from which the product was purchased. Should the dealer or factory representative find return of the product to the factory necessary, all packing and shipping costs will be the responsibility of the customer. If a dealer/distributor is not available, contact the Customer Service Department at John Boos & Co., 3601 S. Banker St, Effingham, IL 62401 or call at (888) 431-2667 for the name and location of the nearest authorized distributor.

Factory obligation under this warranty, is limited, at the option of John Boos & Co. to repair or replacement of the product (or one of equal type and quality if the product is no longer available), within 90 days after receipt of written recommendation from the dealer, provided none of the above exceptions are evident.

John Boos & Co. shall not be liable for any loss or damage arising from use, or for consequential damages. This warranty gives certain legal rights and there may be other rights that vary from state to state.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.