



The Space You Want.  
The Experience You Deserve.

# Furniture Lookbook

Wisconsin History Center

November 10<sup>th</sup>, 2023

Haworth and M&M Office Interiors, LLC Response



# Contents

<b>Furniture Concepts</b>	<b>3</b>
<b>About M&amp;M and Haworth</b>	<b>38</b>
<b>Sustainability</b>	<b>42</b>
<b>Historical Ties</b>	<b>45</b>
<b>Wisconsin Ties</b>	<b>48</b>
<b>Installation Services</b>	<b>50</b>
<b>Warranty</b>	<b>53</b>

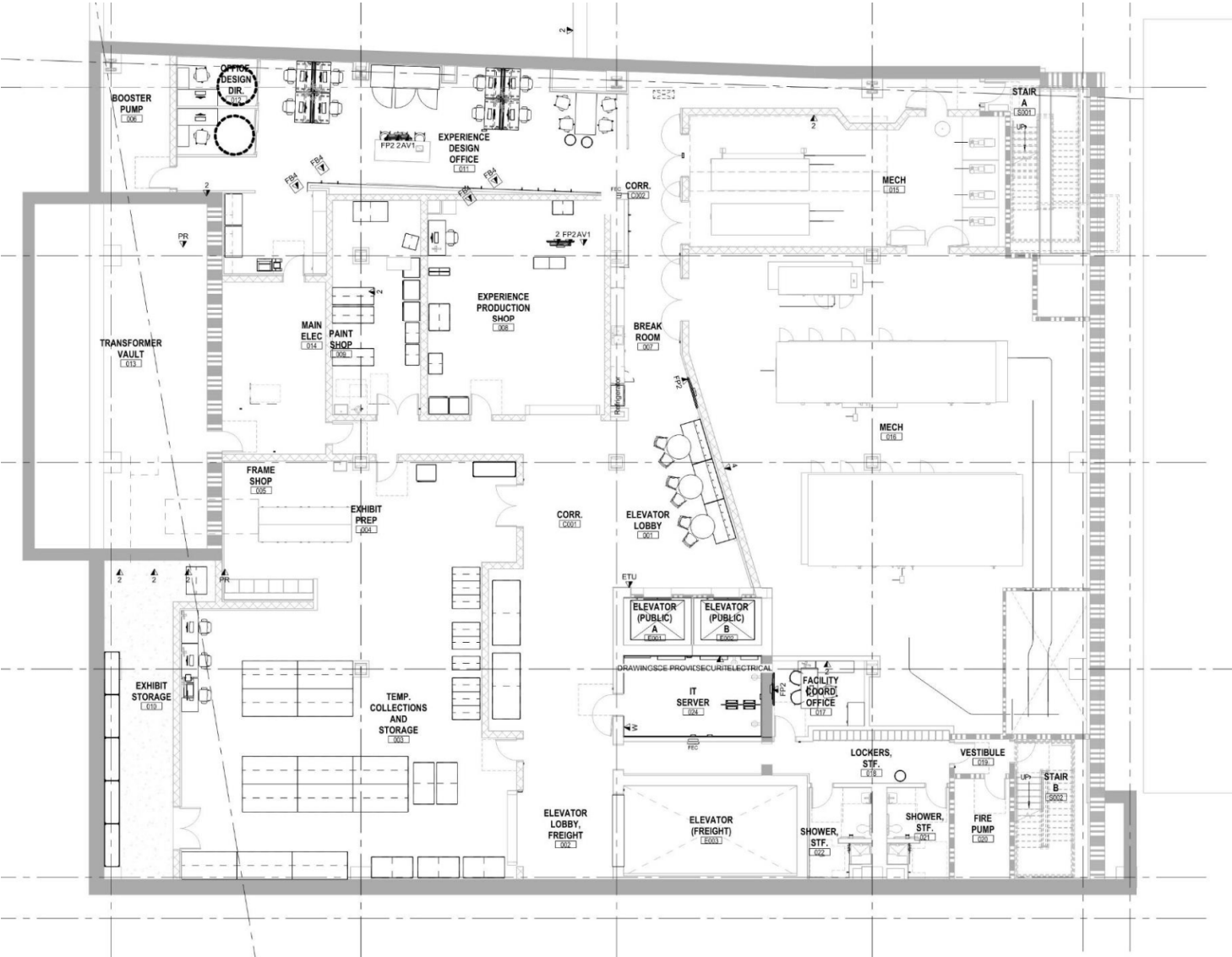


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# Floor Plans With Furniture Concepts

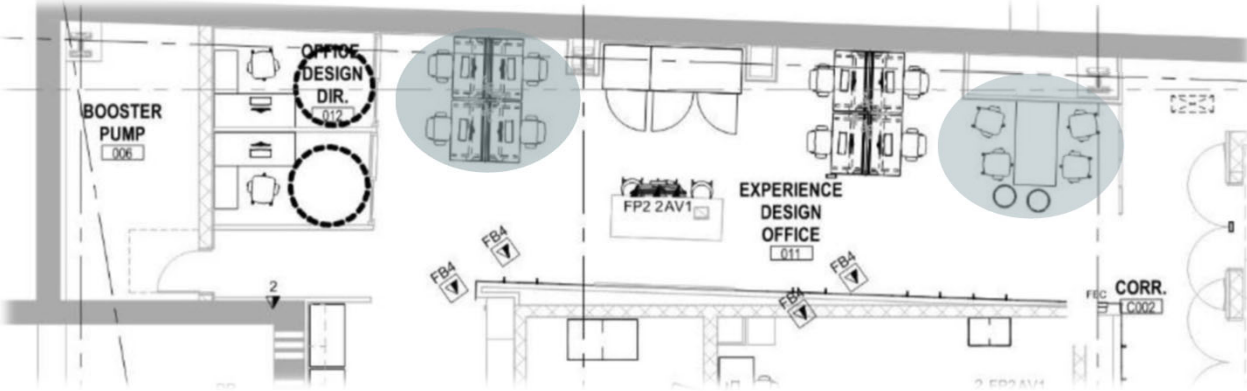


# Lower Level Overall Floorplan



## Lower Level

### Experience Design Office Options



Haworth Cultivate table



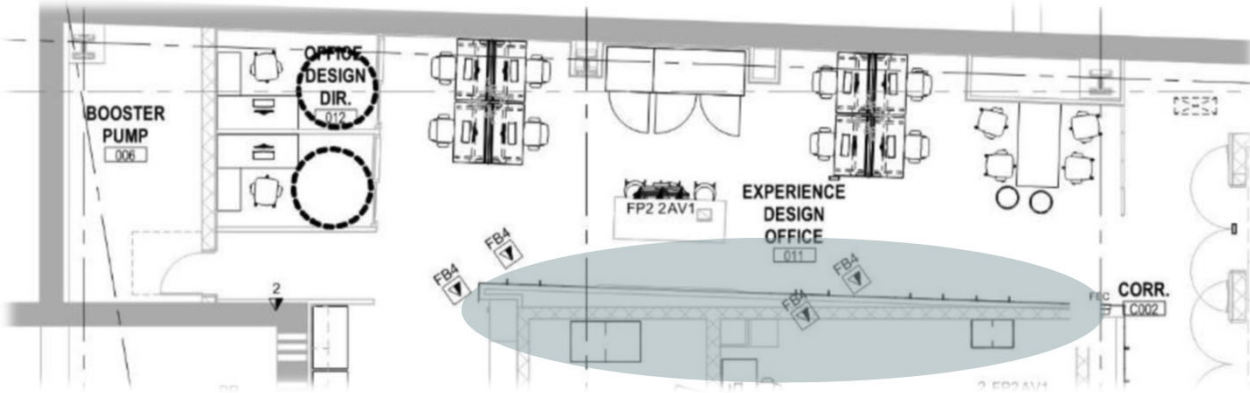
Haworth Echo Option  
Height Adjustable/max mobility Option 1



Haworth Intuity/stationary Option 2

## Lower Level

### Experience Design Office Options



Func Collaboration Wall Boards



**Lower Level**  
**Experience Design Office Options**  
**Mobile Acoustic Pod**

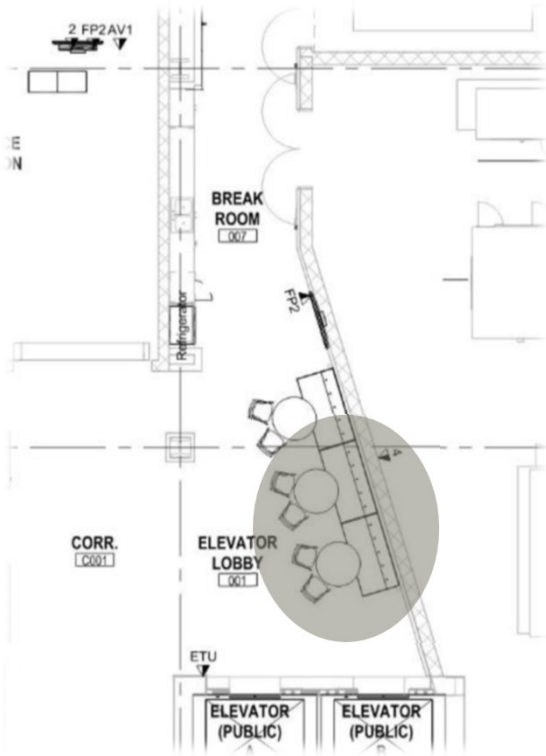


Haworth HushHybrid



Haworth HushMeet

# Lower Level Break Room



Haworth Riverbend (high back bench) with Newood chairs and Jive tables



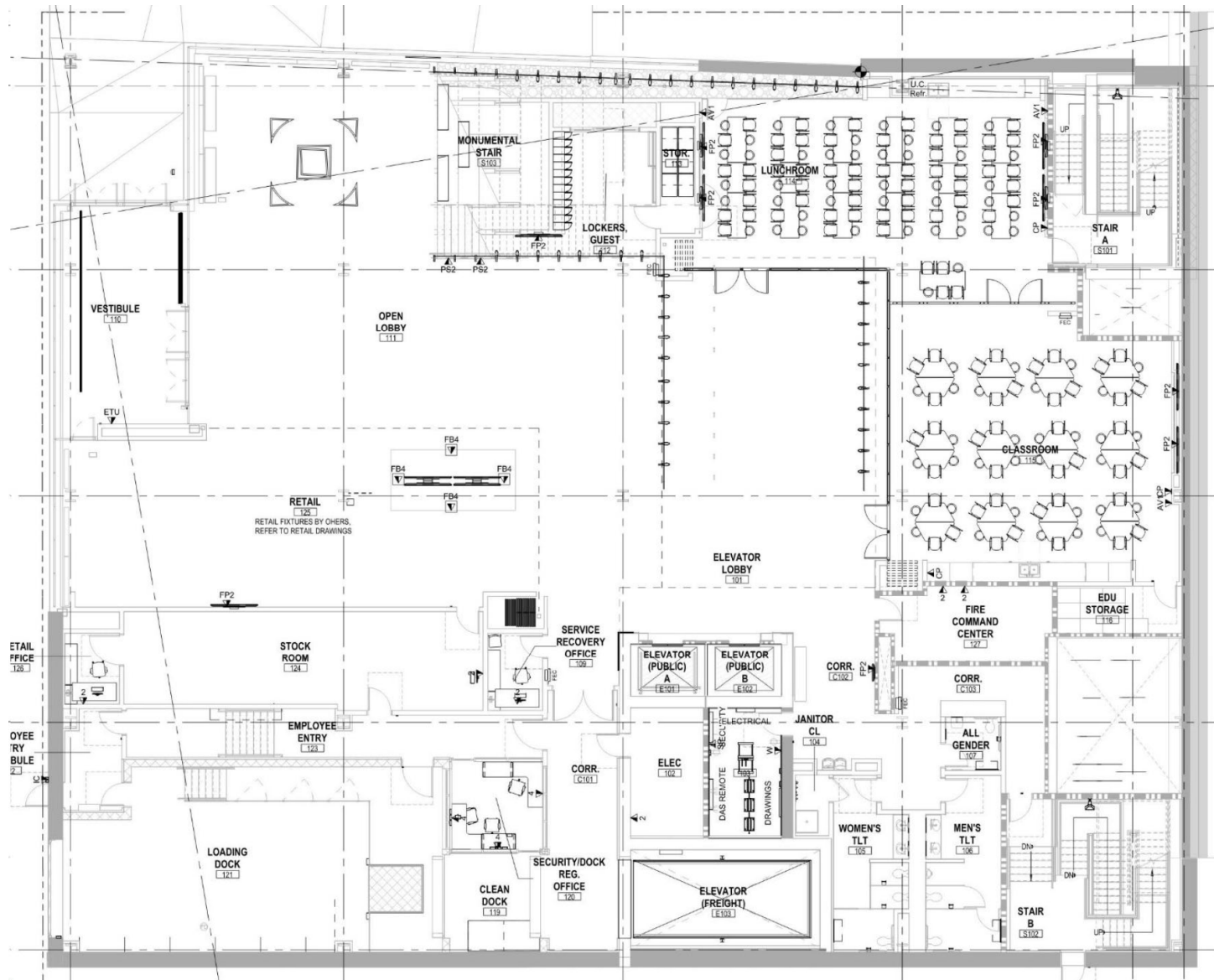
Haworth Riverbend (low back bench)



OFS Coact (low back bench, straight or curved)

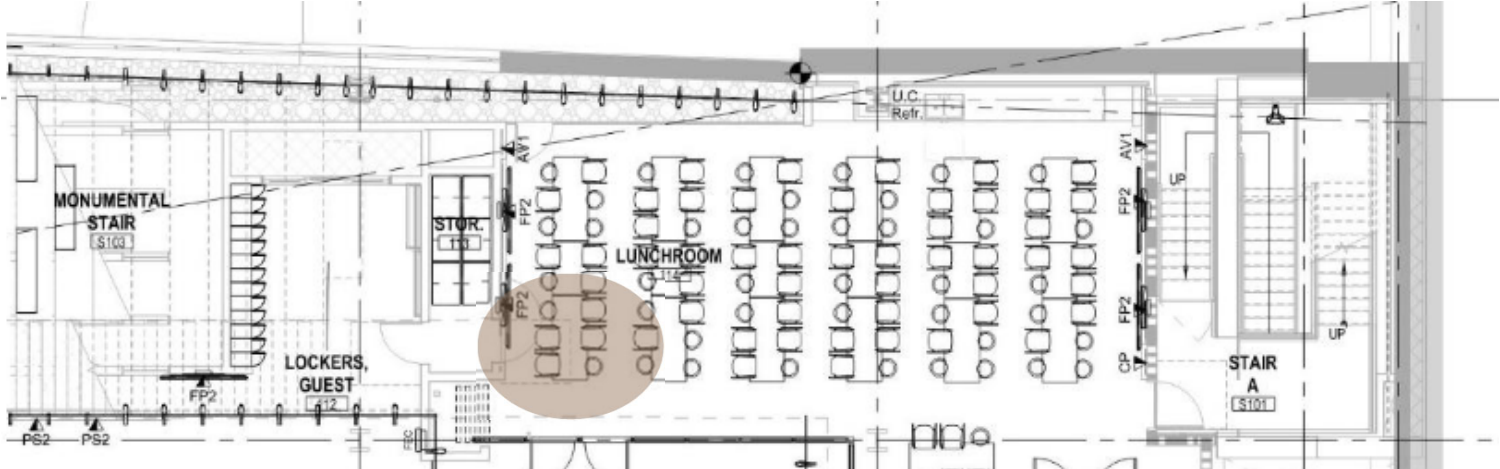


# Level One Overall Floorplan



# Level One

## Classroom/Lunchroom Table Options



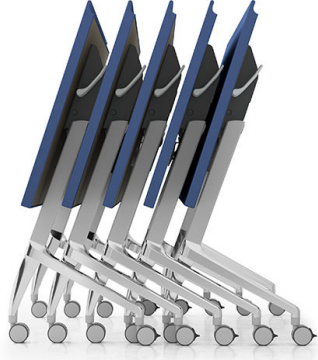
Haworth Planes Table Option 1



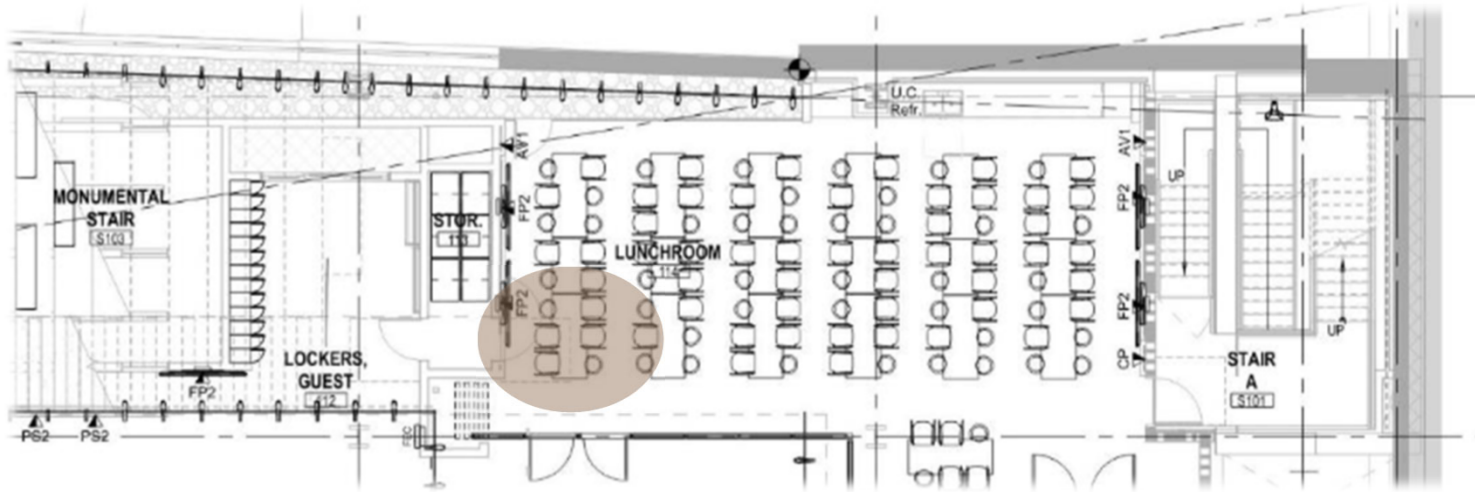
SurfaceWorks Dax Table Option 3



Haworth Jive Table Option 2



**Level One**  
**Classroom/Lunchroom Seating options**



Haworth Very Option 1  
 (Stacks 30 high on cart)



Leland Option 1



BuzziBalance Option 2

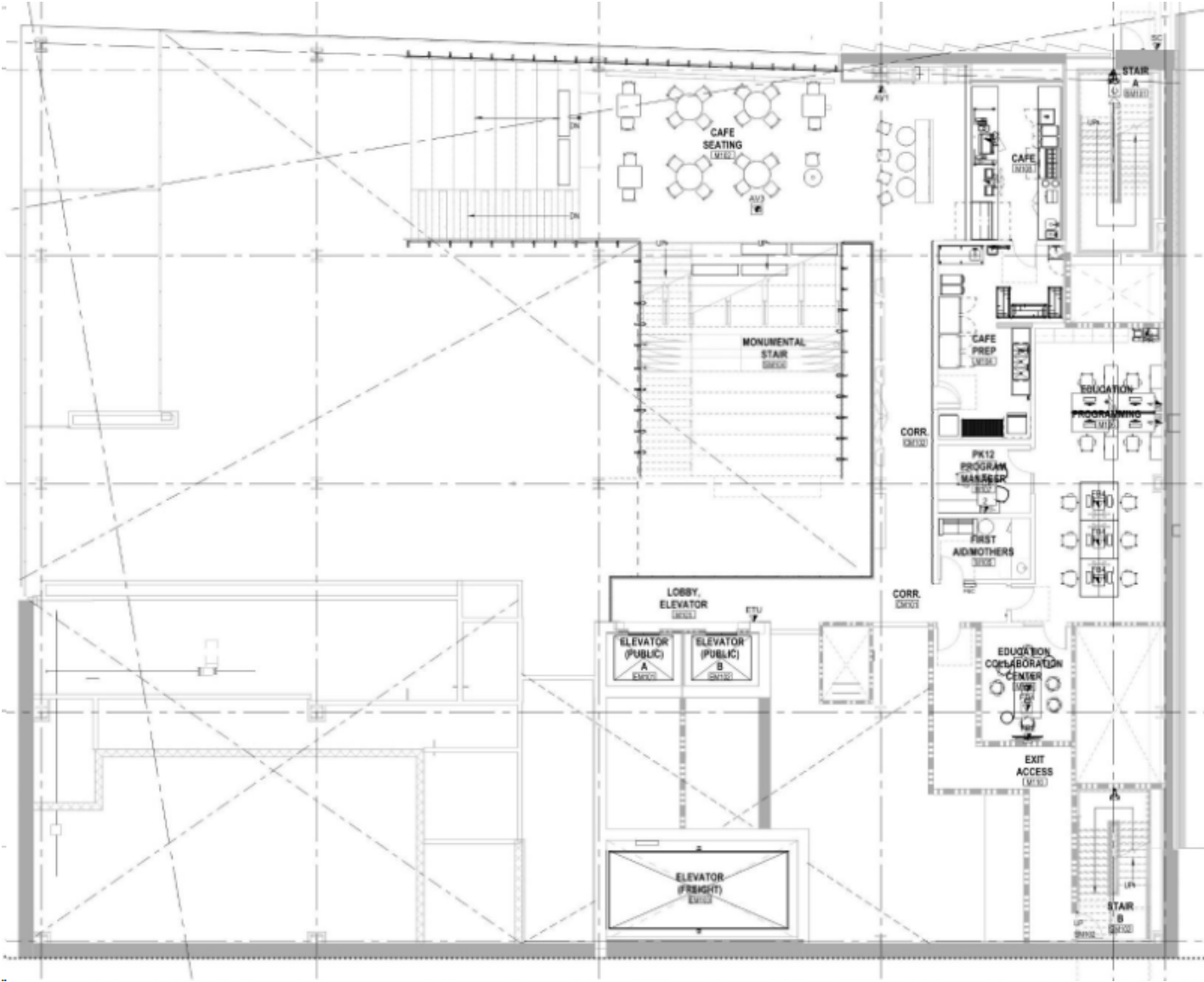


Haworth Maari Option 2  
 (Stacks 16 high on cart)

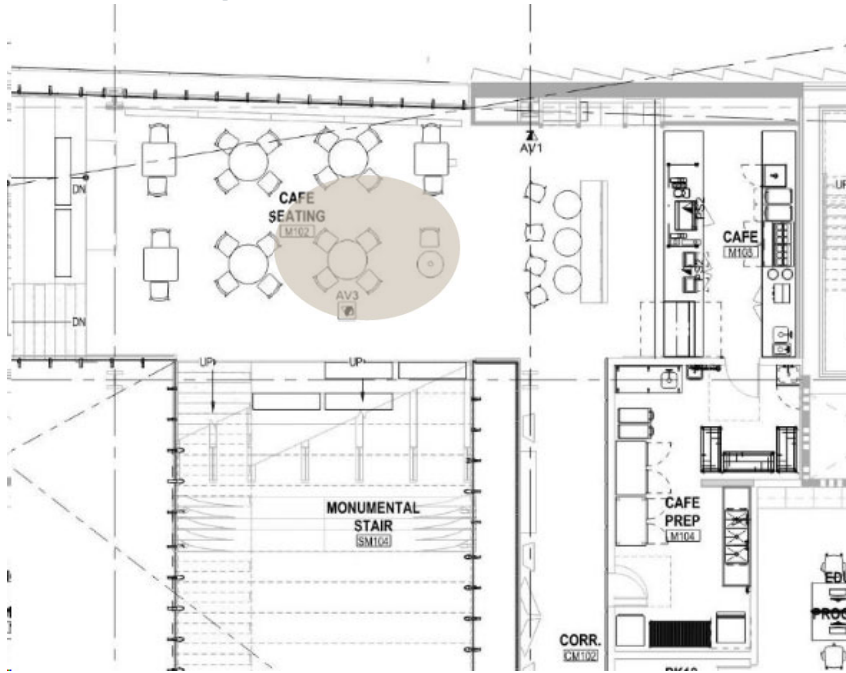


SOI Sprout Option 3  
 (Stacks 40 high on cart)

# Mezzanine Overall plan



# Mezzanine Café Table Options



Haworth Jive Table Option 1  
with Maari Seating

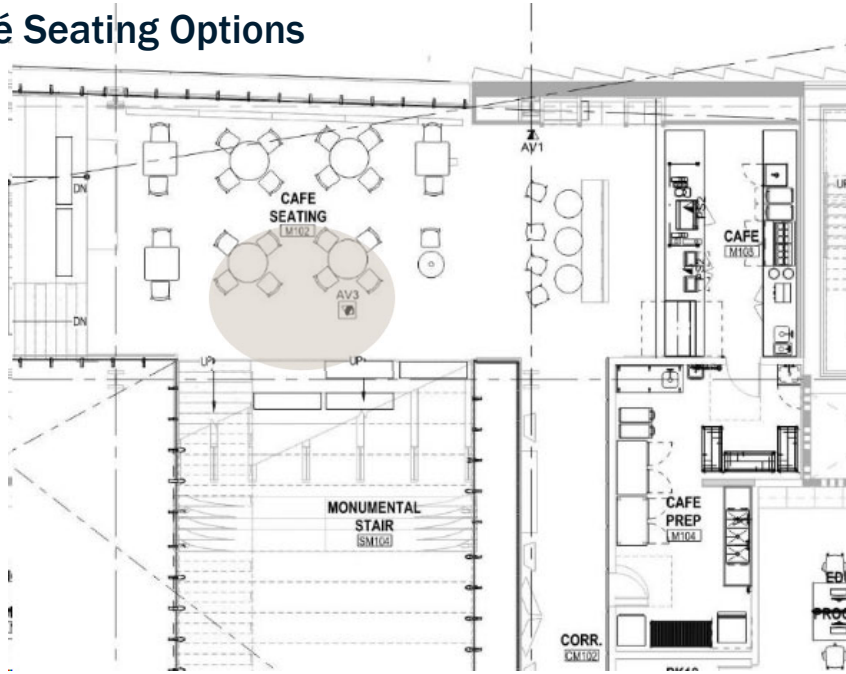


SurfaceWorks Nemo Bar



SurfaceWorks Option 2

# Mezzanine Café Seating Options



Haworth Newood Chair and Stool Option 1



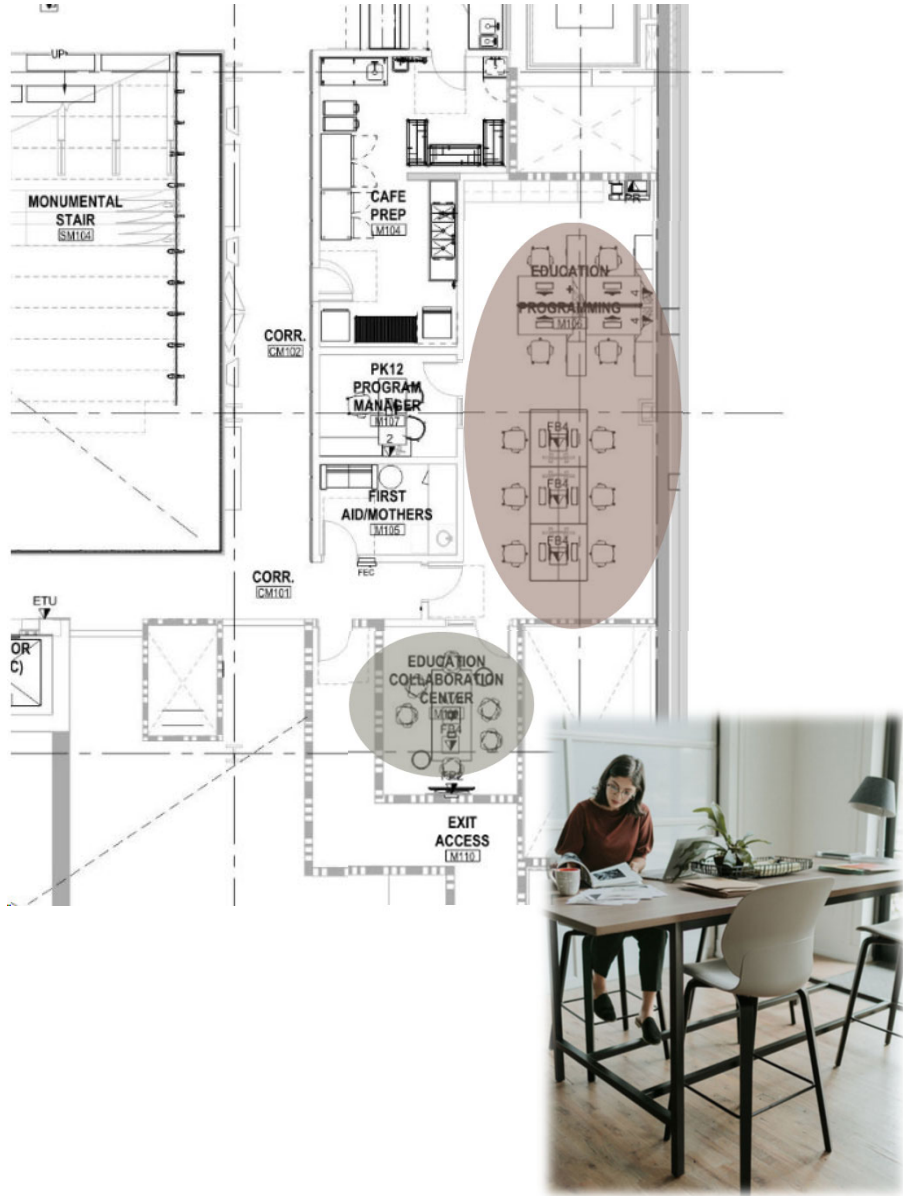
OFS Oryn Chair and Stool Option 2



Grand Rapids Chair Co  
Leaf Chair and Stool Option 3



# Mezzanine



Haworth Cultivate



Haworth Intuity Option 1



Haworth Compose Option 2

Level 2 , 3 & 4

Architect's Reference Images for Community Gallery Areas





Level 2, 3, 4  
Community Gallery Areas  
Lounge Seating Options



Haworth Pebble Ottomans Option 1



Janus et Cie Bon Vivant (indoor/outdoor)  
Option 2



Leland Beach Stones Ottomans Option 3

**Level 2, 3, 4**  
**Community Gallery Areas**  
**Lounge Area Table Options**



BluDot Turn Tables Option 1



Drum Side Table 36



Bell Side Table Round 52

Janus et Cie  
Option 3



Bernhardt Dyman Tables  
Option 2



**Level 2, 3, 4**  
**Community Gallery Areas**  
**(Conceptual Gathering Spaces)**

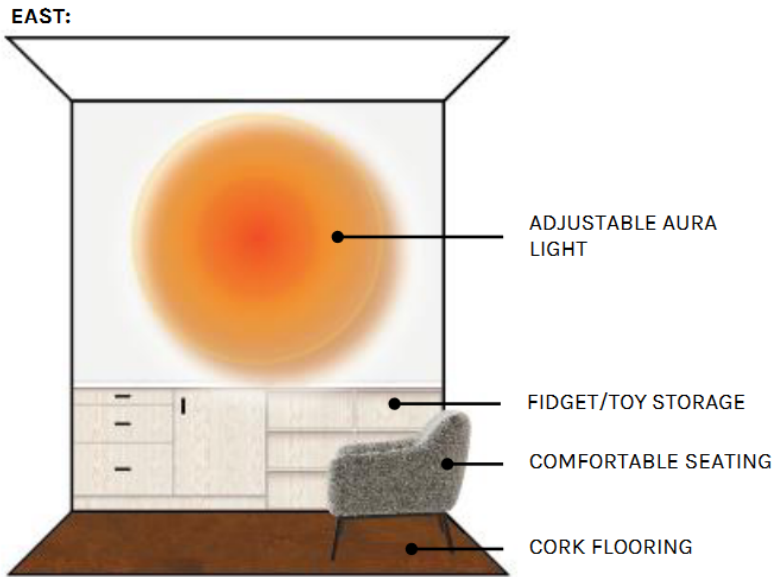


Haworth Pergola  
Lounge



Haworth Pergola  
Meeting/Dining

**Level 3  
Sensory Room**



Haworth Lud'o Option 1

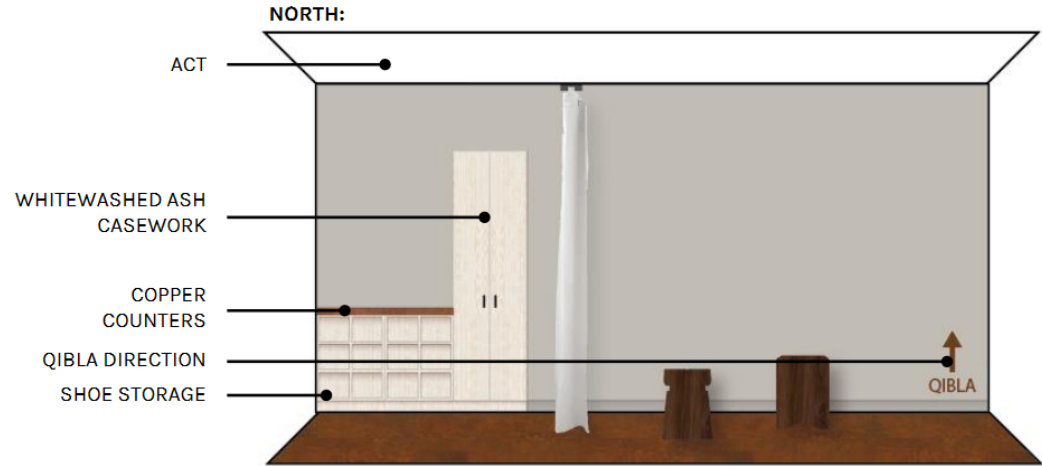


EKO Swagr Option 2

# Level 4 Reflection Room



Haworth Gan Mangas Option 1



BluDot Turn Tables Option 1

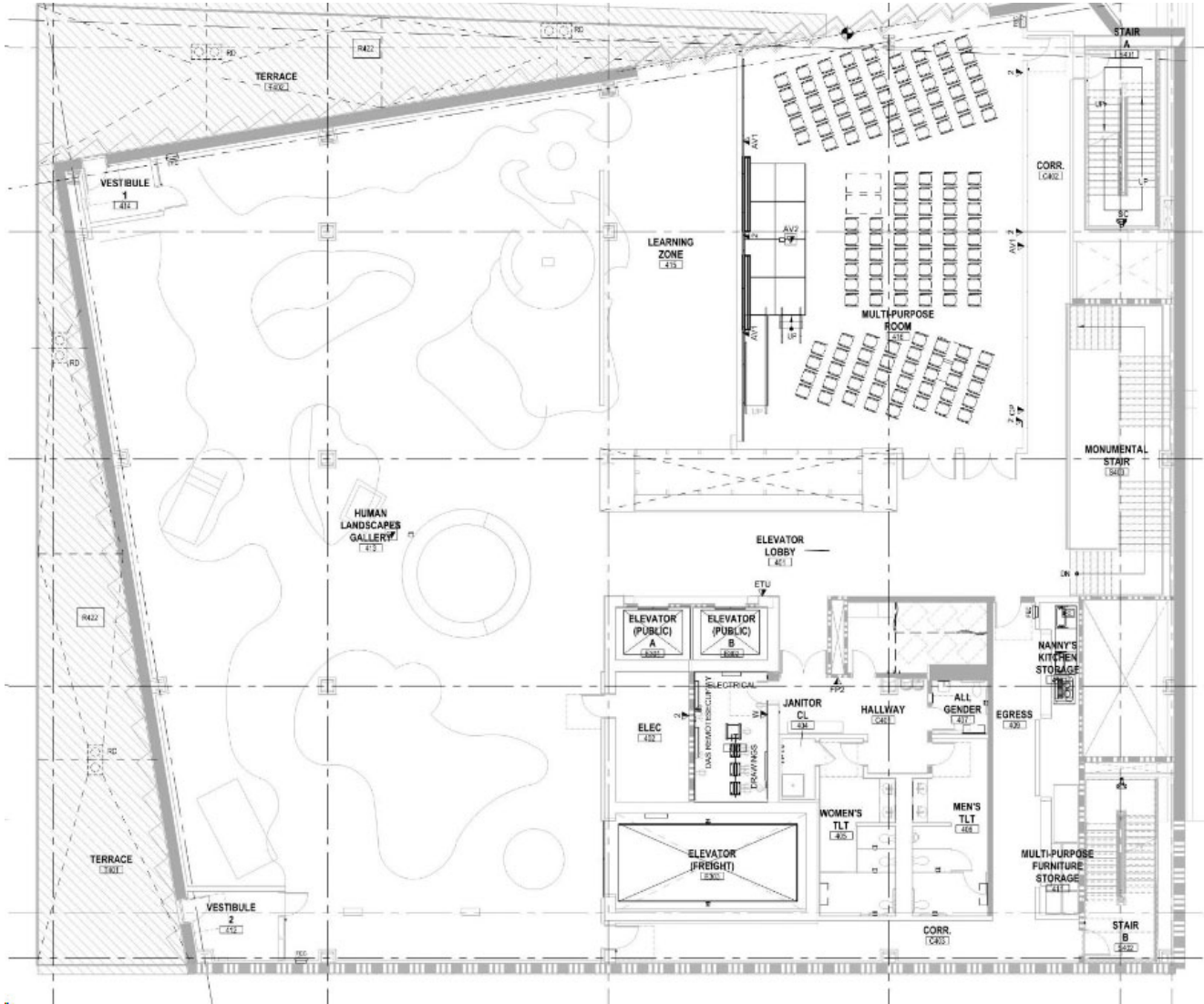


EKO Ovi Option 2



OFS Tate Option 3

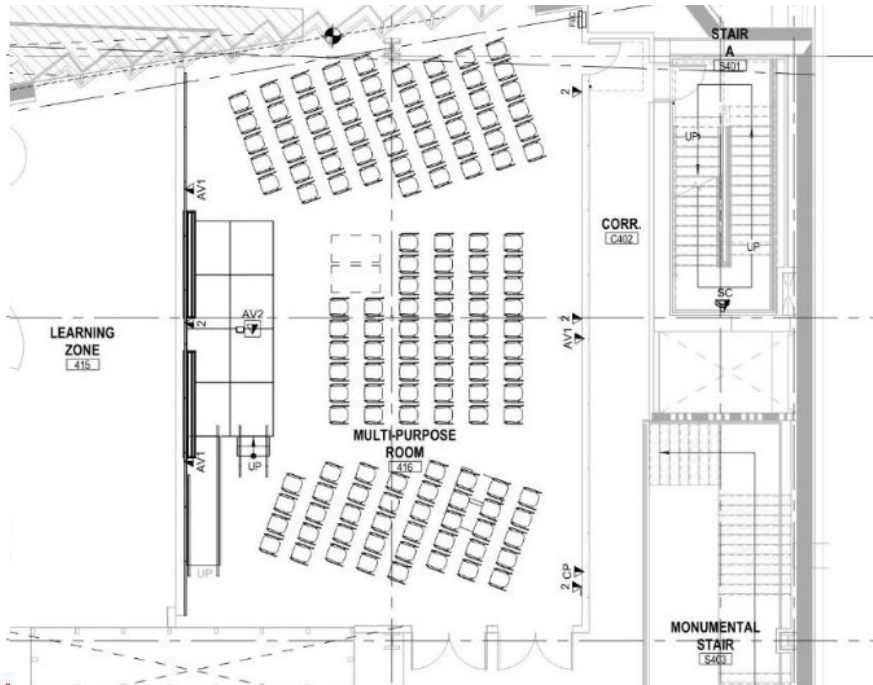
# Level 4 Overall Floorplan



# Level 4

## Multi-purpose Room

### Seating Options



Haworth Very Option 1  
(Stacks 30 high on cart)



SOI Sprout Option 3  
(Stacks 40 high on cart)



Haworth Maari Option 2  
(Stacks 16 high on cart)

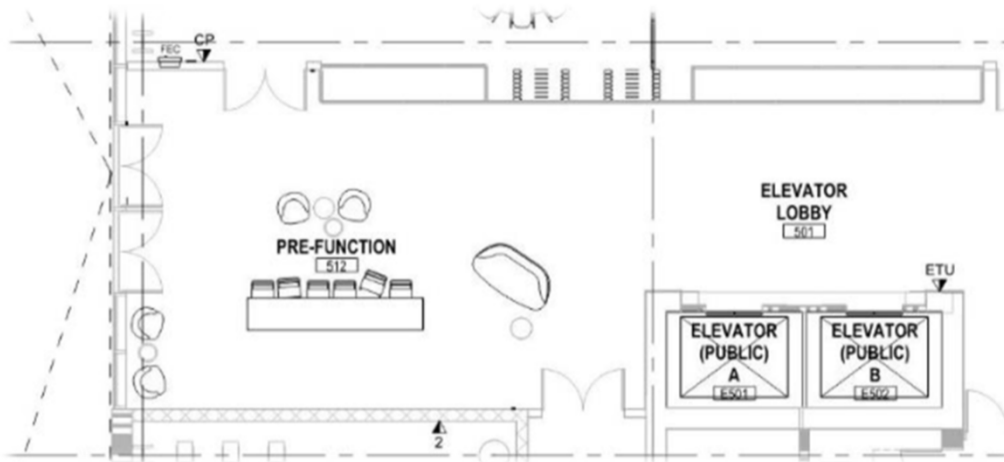




## Level 5

### Pre-function space

### Sofa Options



Haworth Orla Sofa Option 1  
Bong Table

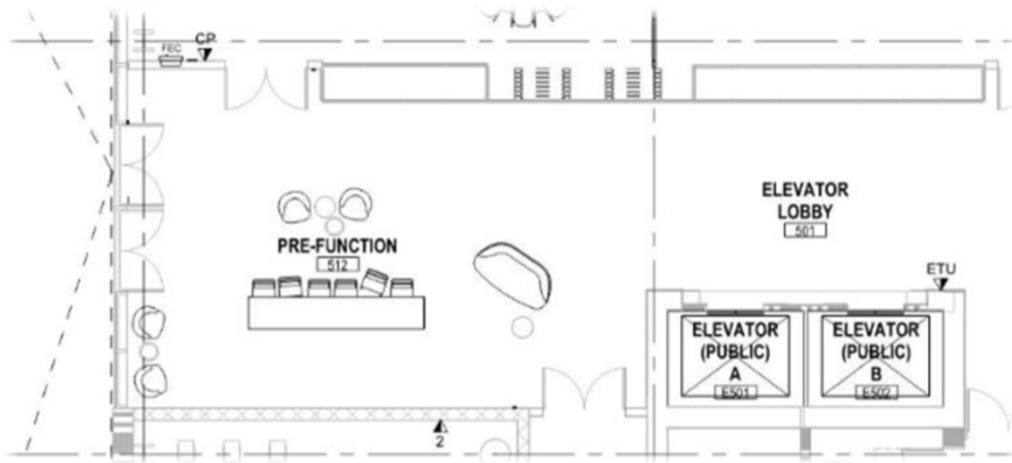


Haworth Cabana Island Option 2  
Pip Laptop Table



Haworth Lyda Option 3

Level 5  
Pre-function space  
Single Lounge Options



Haworth Orla Option 1 (Self return swivel)



Bernhardt Astra Option 2 (Self return swivel)

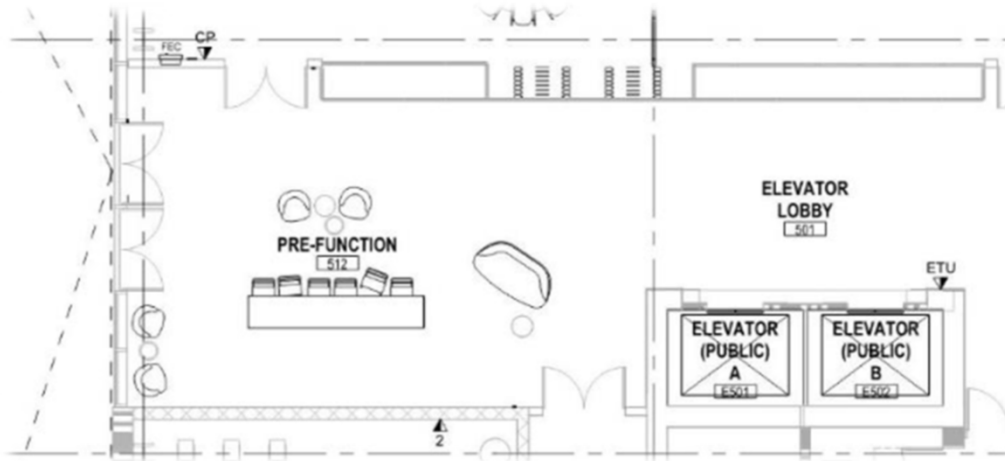


OFS Lona Option 3 (Self return swivel)

# Level 5

## Pre-function space

### Table Options



Haworth Bong Table Option 1



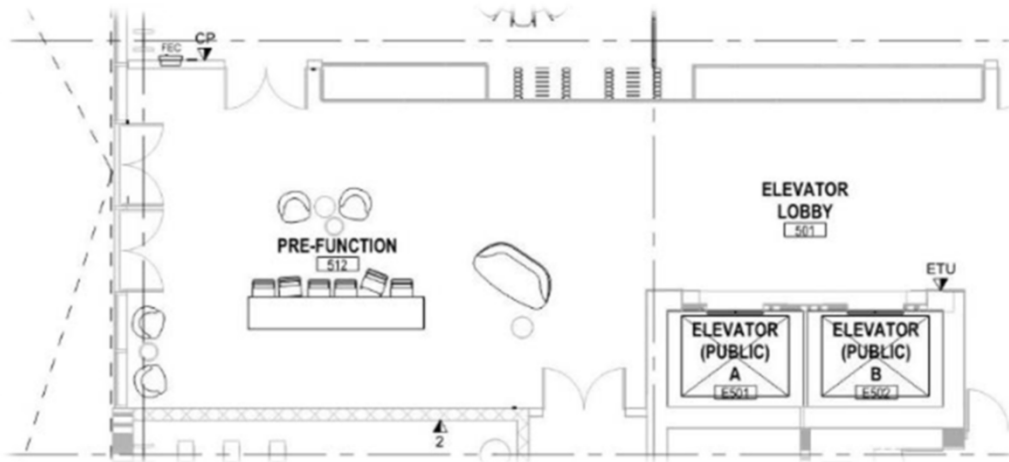
Bernhardt Dyman Tables  
Option 2



Drum Side Table 36

Janus et Cie  
Option 3

Level 5  
Pre-function space  
Stool Options



Emeco Alfi Stool  
(Removeable seat/back slipcover)  
Option 1

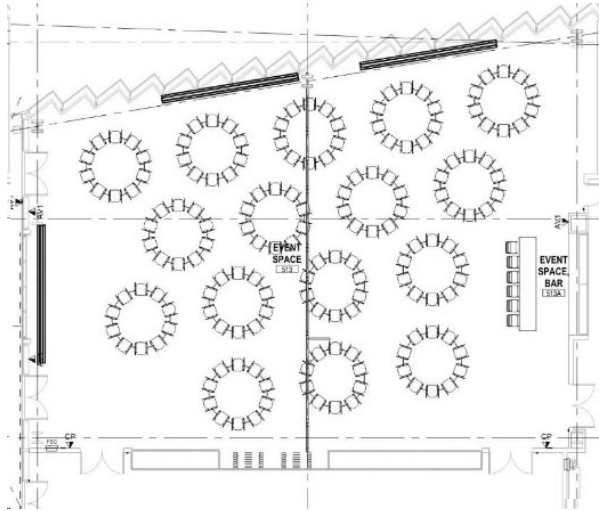


Bernhardt KL Stools  
Option 2



Bernhardt Prelude Stool  
Option 3

**Level 5  
Event Space  
Tables**

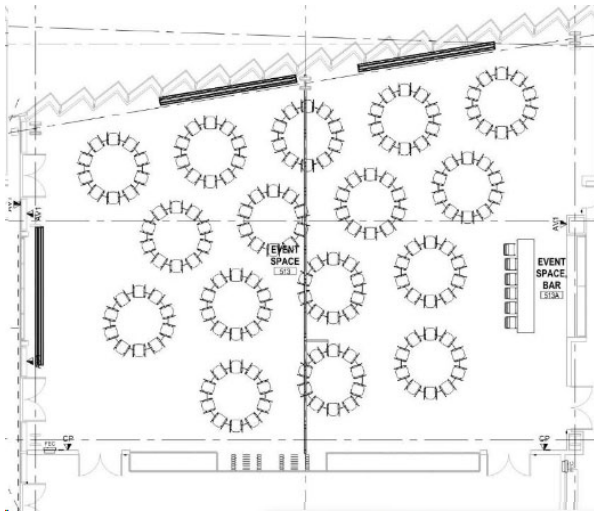


Haworth Jive  
Option 1



SurfaceWorks  
Option 2

**Level 5  
Event Space  
Chair Options**



Emeco Alfi  
(With slipcover)  
Option 1

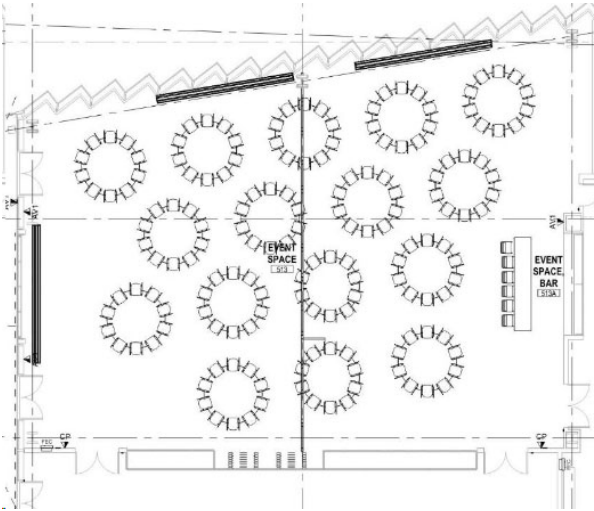


Bernhardt Chloe Option 2



Bernhardt Prelude Option 3

**Level 5  
Event Space  
Stool Options**



**Emeco Alfi  
(With Slipcover)  
Option 1**

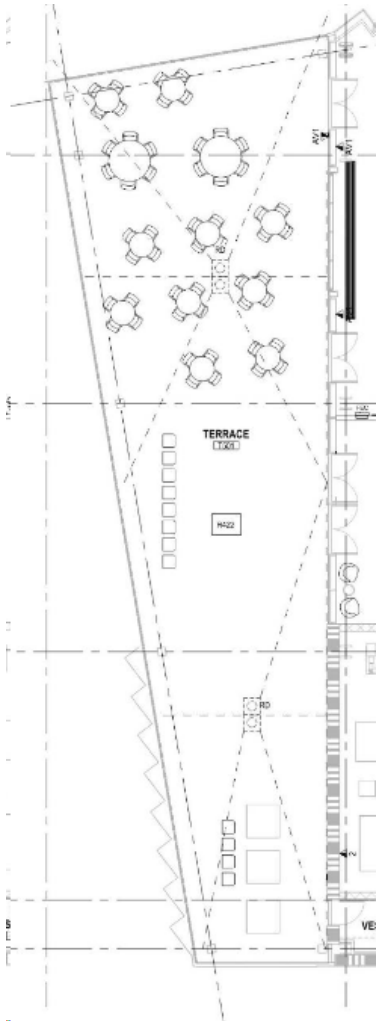


**Bernhardt KL Stools  
Option 2**



**Bernhardt Prelude Stool  
Option 3**

**Level 5  
Terrace  
Seating Options**



Janus et Cie  
Rion Seating  
Option 1



Janus et Cie  
Niwa Seating  
Option 3



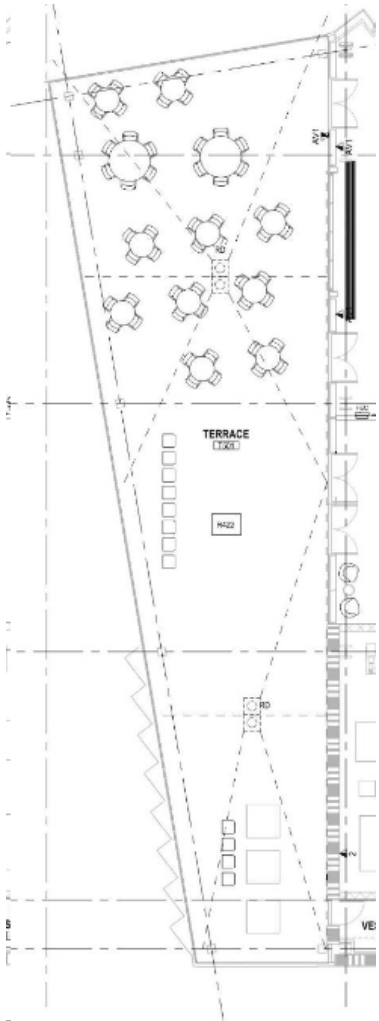
Emeco Broom  
Option 2



Emeco Navy  
Option 4



**Level 5  
Terrace  
Table Options**



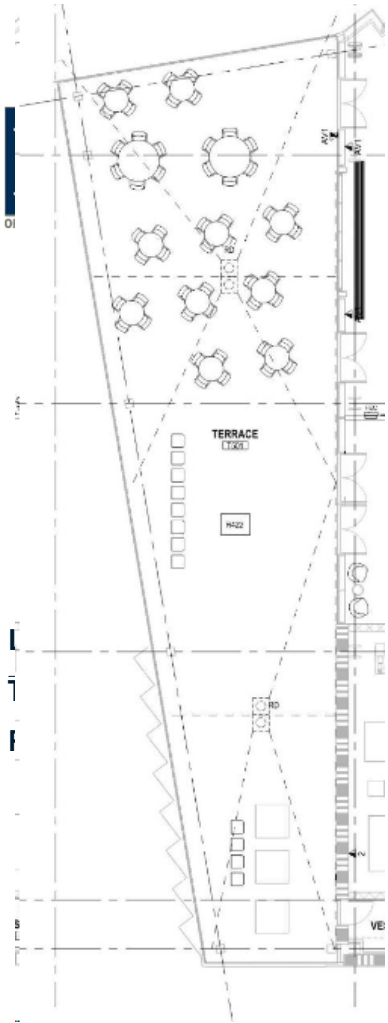
Janus et Cie  
Moai  
Option 1 -48" round



Janus et Cie  
Koko  
Option 2- 36" round



Janus et Cie  
Radice  
Option 3- 51.25" round



Janus et Cie  
Chamfered Planter  
Option 1

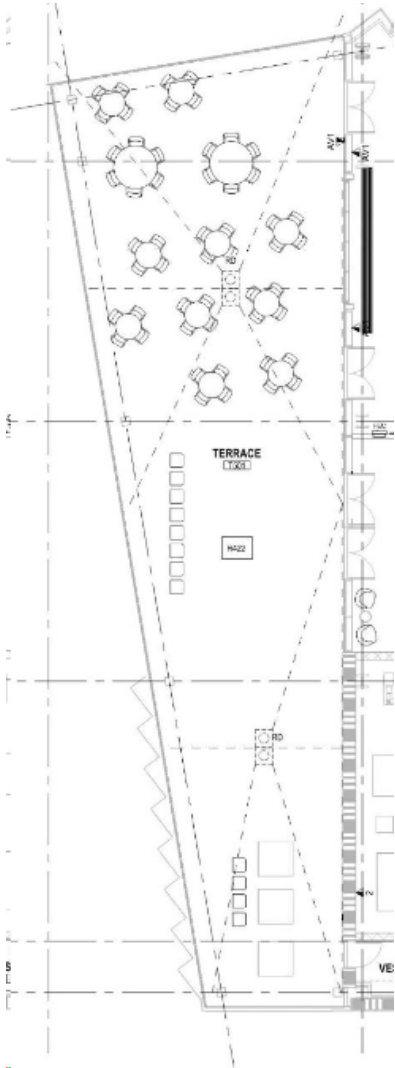


Janus et Cie  
Janusstone Collection Planters  
Option 2- 36" round



Magnuson Group  
Crepe Planters  
Option 3

**Level 5  
Terrace  
Lounge Options**



Janus et Cie  
Modular Lounge and umbrella options  
also available

# About M&M and Haworth



# About M&M

## About M&M

We believe that a great interior environment is about more than just furniture. It's about people, performance, flexibility, adaptability, inspiration and value. For over 60 years M&M Office Interiors has prided itself on providing you with:

**“The Space You Want. The Experience You Deserve. “**

Comprised of a skilled team of experienced workspace professionals, M&M Office Interiors, located in Milwaukee and Madison, Wisconsin, not only serves businesses, organizations and institutions throughout Wisconsin and the Midwest, but also devotes our knowledge and expertise to our clients throughout North America.

## Our History

M&M Office Interiors, LLC was founded in Milwaukee in 1961 and has been a Haworth Preferred Dealer since 1976. Throughout the last 62 years, M&M has remained a small privately owned business. M&M expanded into the Madison Market in 2014 by acquiring the Madison Haworth dealership, and now serves all of central and southern Wisconsin.

We are committed to our clients by practicing a solutions-based, consultative approach to design and product specification. Through our dedication to providing our clients both superior products and services we have been awarded Haworth's coveted "Best In Class" distinction for exceptional performance in customer satisfaction thanks in part to the feedback of our clients. M&M has received this recognition eight times out of the ten years since the program's inception.





# Best In Class

2022

—  
HAWORTH®  
Dealer

## Haworth Best In Class

There are over 350 Haworth dealers in North America. Every year Haworth awards the top 10% of their dealers the “Best in Class” designation. M&M is one in 5 dealers to receive the award 8 years since its inception in 2012.

The Criteria Evaluated are as follows:

### Marketing and Brand

- Customer Satisfaction
- Customer Experience
- Marketing Essentials

### Operations

- Organizational Development
- Continuous Improvement
- Technology Road Map

### Sales

- Sales Performance
- Market Alliance Planning
- Product and Market Breath

### Finance and Administration

- Business Planning
- Financial Management
- Succession planning



## Our Guiding Principles

Customer focused

Our team is our most important asset

Industry and community minded

## Our Promise

We are insatiably curious

We are problem solvers

We provide exceptional value

We build partnerships

**Our Values:** Honesty | Integrity | Innovation | Reliability | Teamwork | Accountability

# Culture & Community Outreach

- Charity Walks
- Food / Supply Drives
- Volunteer Days
- Sponsorships
- Team Building Events





## About Haworth



Founded by G.W. Haworth in 1948 in the family's garage, Haworth evolved from a small home-based business into a global leader in the design and manufacture of contract furniture.

Throughout its history, two of the most persistent characteristics of the business have been a focus on continuous improvement and listening to and understanding our customers. We remain guided by the people and the values that have established Haworth as one of the top office interior manufacturers in the industry. Our commitment results in a level of dedication and accountability that sets us apart from our competition.

Still family-owned, the company has been led by three generations of the Haworth family. Ongoing active family engagement at all organizational levels provides an unparalleled sense of market stability. We base decisions on long-term strategic goals rather than the results of a single financial quarter, making investments to benefit our customers, our members, and our communities.

### Values Driven

Haworth was founded on a set of ideals that serve as a cornerstone of our culture. A compass for both today's activities and tomorrow's growth, our values anchor us through good times and bad.

- We listen to our Customers
- We rely on our Members
- We honor Integrity
- We embrace Continuous Learning
- We lead with Design
- We create Value
- We work to make the World better

### Mission

We partner with customers, dealers, and influencers to create spaces across the globe that result in effective people and efficient real estate.

## What Makes us Different?

There are many reasons to choose Haworth, but three distinct pillars of our company set us apart. These three elements, acting in concert, position us to serve the Wisconsin History Center like no one else.

### Family-Owned

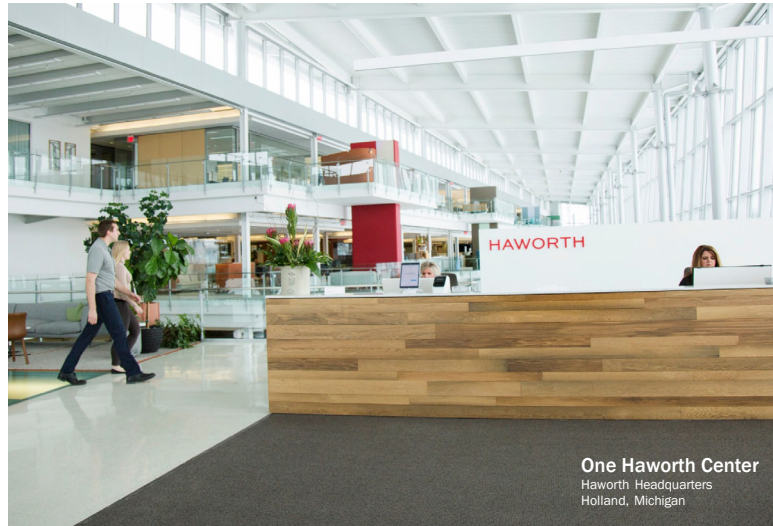
Among the major manufacturers in the contract furniture industry, Haworth is the only one that remains privately-held. This autonomy makes us accountable only to our customers and our employees, allowing us to focus our efforts on long-term strategy. Our clients benefit from our greater agility and capacity to invest in new ways to serve them – now and in the future.

### Design Led

Design thinking permeates everything we do. We scout talent internationally and partner with today's leading architects and designers, bringing clients fresh ideas, innovative products, and unique solutions. Haworth operates four major global design centers - Italy, Germany, China, and the United States. Our products, and those of our affiliate brands, are recognized in major design and modern art museums around the world.

### Global Expertise

We design and manufacture products in the markets where they're delivered, ensuring sustainably-sourced solutions tailored for regional requirements and client preferences. We maintain a global perspective that is reflected in our products. We live and work in the communities we serve and conduct business in more than 30 languages.



Global Presence

**30+ Years**

Avg. Global Sales

**\$2+ Billion**

Employees Worldwide

**7300**

Presence in

**170+**

Countries

Dealers

**650**

Owned Global  
Mfg Plants

**17**

**Zero Waste**

Globally since 2012

Patents

**400+**

# Sustainability



## Corporate Responsibility

### Overview

Sustainability has been a long-held company-wide value at Haworth. We think beyond our business with a collective purpose to make the world better, initiating manufacturing and design processes that have a neutral or positive impact on the planet.

Our manufacturing facilities globally are certified to ISO 9001 and 14001 and are also Zero Production Waste to Landfill. We engage and empower our members in more sustainable practices and utilize resources in ways that promote healthy, adaptable, and sustainable client spaces around the globe.

We understand that becoming a sustainable company is an ongoing journey, and our long-term goals are established to guide us in our mission to protect and restore our environment, build economic value, and support and strengthen our communities around the world.

“Change happens when the closest person to the change embraces it.”

Franco Bianchi  
President & CEO

### GHG Emissions

We are committed to providing our customers with products that support safe and healthy environments and those we manufacture are among the most sustainable and green in the industry today. We produce 133 low-emission product lines, and since 2005, through our Environmental Management System (EMS), we have reduced our VOC emissions by 93%, and GHG emissions by 20%. More than 95 percent of standard North American Haworth products are certified GREENGUARD Indoor Air Quality.

### Zero Production Waste to Landfill

Haworth's Global headquarters and all its owned manufacturing facilities for the Commercial Interiors business segment (17 facilities across the globe) have been Zero Waste since 2012.

### Product Development

We take a design-led approach to develop products that support safe and healthy environments. We encompass Design for the Environment strategies and consider the environmental, social, and economic impact through alignment with leading certifications, waste-reducing processes, and material choices. Considerations for the use of safer materials continue to drive us to evaluate more sustainable solutions as alternatives become commercially available.

### Product Certifications

Circular design principles are helping us reimagine the way products are designed, packaged, manufactured, and shipped. We continue to be an industry leader in achieving global accredited certifications, providing customers the ability to make informed choices. Certifications offer a common methodology to present the environmental and social characteristics of products.

With 110 certified products certified under the Business and Institutional Furniture Manufacturer's Association Product Sustainability Standard (BIFMA) LEVEL program and 35 products certified under the European LEVEL Certification, Haworth has various options to meet The Wisconsin History Center's requirements.

#### North America

- BIFMA LEVEL 1  
26 products
- BIFMA LEVEL 2  
24 products
- BIFMA LEVEL 3  
34 products
- GREENGUARD  
88 products
- GREENGUARD Gold  
66 products

#### Asia-Pacific

- BIFMA LEVEL 1  
27 products
- GREENGUARD  
33 products
- GREENGUARD Gold  
23 products
- GECA  
23 products
- China Type I  
Environmental Label  
(Certificate by Category)
  - › Office Chairs
  - › Meeting & Visitor Chairs
  - › Conference Chairs
  - › Office Desks (including Height-Adjustable Tables)
  - › Conference Tables

#### Europe

- EUROPEAN LEVEL 3  
35 products
- GREENGUARD  
16 products
- GREENGUARD Gold  
16 products
- SCS Indoor Advantage Gold  
30 products

A profoundly positive effect of flexibility, adaptability and overall performance.

## LEED and WELL Documentation Services

Haworth products contribute to a wide range of LEED credits which help our customers achieve their LEED certification goals. Most Haworth products are GREENGUARD Indoor Air Quality and/or BIFMA level certified as low-emitting furniture. Most are comprised of pre- and/or post-consumer materials, are designed for recyclability at end of life, and are low-emissions tested.

Haworth panel systems products can also contribute to daylight and views LEED credits. Haworth products are designed to work together within and across products lines to create a more sustainable, adaptable, and economical workplace, and have helped clients achieve first-ever innovation and design credits. This Integrated Palette approach results in interiors that are exceptionally well-suited to adapt as organizations evolve. Extending the life cycle of the workspace in this way not only creates a more sustainable environment for our clients but also makes an enormous impact on their return on investment.

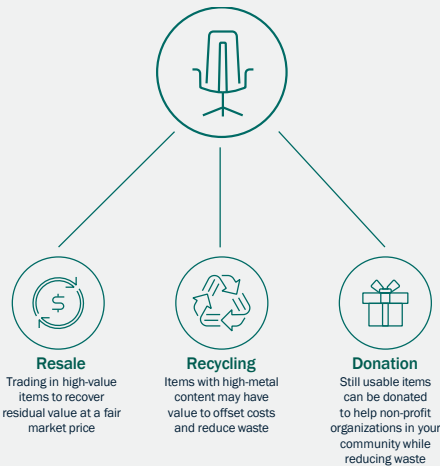
LEED documentation services are free of charge for clients who work with Haworth, and documentation for LEED credit can be easily obtained through any Haworth sales contact. To date, Haworth has helped clients with LEED credit documentation on hundreds of projects.

### Returning, Reusing, Recycling Product

Haworth has teamed up with Green Standards, an organization focused on providing businesses with a responsible, cost-effective way to redistribute surplus office furniture and equipment. Green Standards can assist the Wisconsin History Center with responsible deaccession options for all unwanted products, whether they are manufactured by Haworth or another supplier partner.

They can help to generate measurable value for your company and the communities where you work, using a dynamic approach to asset recovery and redistribution. With an extensive, international network of non-profits, resellers, recyclers, and commercial movers, we can deploy a sustainable, cost-competitive solution for your facilities, no matter where they are located. Every item is also an opportunity to help a local non-profit while reducing waste.

To date, we have coordinated \$25 million worth of in-kind donations through our network of 17,000 community organizations across North America alone.



### End of Useful Lifecycle Options

- **Haworth Take-Back program:** Any Haworth product can be shipped back to the manufacturer at the end of its useful life, where it will be responsibly recycled.
- **Resale:** Our team will work with you to find buyers for high-value furniture, equipment, construction, materials, and fixtures.
- **Corporate Donation:** We can assist you in locating non-profit organizations nationwide for asset donation. In addition to aiding and engaging with an organization in your community, there may also be tax incentives, depending on where you are located.
- **Recycle Reusable Content:** Depending on the age and condition of the furniture, the best return for some products may be its scrap value. Recycling items with high-metal content reduce environmental impact and offset costs.

Final solutions are typically a combination of all options, with recycling considered as a last resort.

### Human Rights

In an increasingly globalized and unequal world, Haworth believes that global human rights must be addressed and protected. We continue to support the 10 Principles of the UN Global Compact with respect to Human Rights, Labor Rights, Anti-Corruption, and Environmental Protections. We report progress annually and are committed to transparent, public communications regarding our implementation of its principles.

### Community Engagement and Environmental Stewardship

Numerous not-for-profit organizations benefit from monetary and gift-in-kind contributions from Haworth, and we provide all North American employees paid volunteer hours at a non-profit organization of their choice; collectively their time and efforts have a profound impact on local communities. Haworth's corporate garden produces hundreds of pounds of organic produce annually that is donated to local families in need each year. Local environmental stewardship projects are also numerous. Our dealers similarly support the communities where they work through volunteerism or sponsoring events that benefit local non-profit organizations.

Environmental stewardship projects that impact the global communities where we work are numerous. One example is Project Clarity, a community-wide initiative in Holland, Michigan (where Haworth is headquartered) committed to reducing pollutants in a local lake and adjoining watershed by at least 70%. Haworth was an early supporter of this project and donated a 70-acre parcel of land to be restored to its former wetland state.

### Corporate Responsibility Report

More examples of social and environmental stewardship, along with in-depth information on our strategy and initiatives, are published annually in Haworth's Corporate Responsibility Report.

[DOWNLOAD THE REPORT](#)



# Historical Pieces



## Iconic Furniture & Design History



Cassina LC Collection

A Haworth brand.

Le Corbusier's original designs from the 1920s are still produced today.

These iconic pieces are in the collection at the MOMA.

## Iconic Furniture & Design History



### Emeco Navy Chair

A Haworth brand.

The Navy chair was designed for the US Navy and built by hand from recycled aluminum in 1944.

The original assignment was to produce chairs that would withstand water, salt air and sailors.

Today, the chair is still made by craftsman using a 77-step process to create the signature one-piece design.

Emeco worked with Harley Davidson to develop and perfect the durable, high-shine finish.

# Wisconsin Manufacturers





## M&M and Haworth Ties to Wisconsin Manufacturers

### M&M Wisconsin Furniture Partners:

- Gear Grove, Milwaukee
- Integra Seating, Walworth
- Palmer Hamilton, Elkhorn
- Sister Bay, Sussex
- SurfaceWorks, Oak Creek
- Urban Evolutions, Appleton



### Haworth Wisconsin Manufacturing Parts Suppliers:

- Bay View Industries
- Circa
- Ellsworth Adhesive
- Endries
- Jupiter Electric Corporation
- Rockwell Automation
- Snap On Industries
- Wiretech Fabricators, Inc.
- Wisconsin Plastic Products, Inc.
- Custom Aluminum



# Installation Services



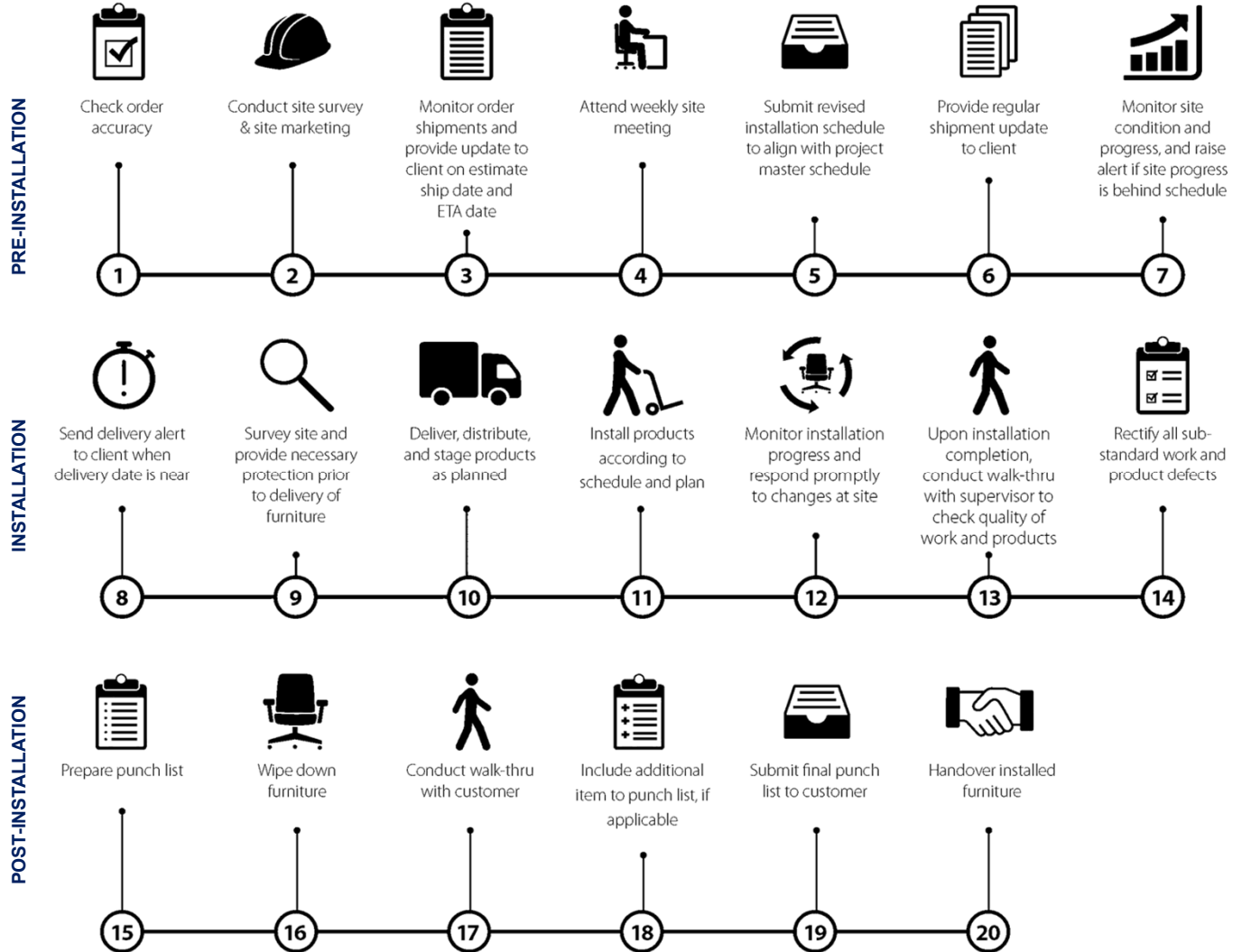
## Project Management

M&M Madison has a dedicated, in-house Project Manager, who performs order quality checks, tracks all aspects of the project schedule and manages the logistics of our installation team. He works in close, daily communication with M&M project coordination, design and project leadership along with manufacturers to track acknowledgement dates, shipping, warehouse and site deliveries.

Projects are mapped out at inception, monitored and amended as required throughout each phase. Weekly progress meetings are held to disseminate information to the internal team. External communication is coordinated directly with the client in the most expedient fashion, typically in-person or virtual meetings, email and phone. The Project Manager attends contractor status meetings to stay abreast of key date and building schedule information and to provide coordination for field conditions related to the furniture installation.



# Project Process



# Warranty Info



## M&M Warranty Policy

M&M Office Interiors, LLC warrants all products we deliver and install for one year following the date of substantial project completion including necessary parts and labor to perform all repairs and/or maintenance.

After that year is over, all product warranties are reverted to the manufacturer warranty of each individual product. These warranties are typically limited lifetime warranties for parts with varying exceptions for different product lines.

M&M's two main lines, Haworth and AIS, include labor as well as parts. We have included the detailed Haworth warranty.



## Online Product Compatibility and Limited Warranty Policy.

### OUR COMMITMENT TO PRODUCT COMPATIBILITY – INTEGRATED PRODUCT PLATFORMS

As a market leader in the design and manufacture of workspaces that adapt to change, we strive to maintain product compatibility within our various generations of integrated product platforms. This benefits the customer who desires to update or modify their work environment. It also benefits the customer needing to replace a product due to damage or other reasons, but which is no longer manufactured or is otherwise unavailable, such as a fabric or finish that is discontinued because of changing market preferences. In both circumstances, we often can provide products with comparable function and performance.

### OUR COMMITMENT TO PRODUCT QUALITY – THE HAWORTH NORTH AMERICA ONLINE LIMITED WARRANTY

To ensure customer satisfaction and peace of mind, we stand behind our products with the following Haworth North America Online Limited Warranty (“Online Warranty”).

#### What Products are Covered?

This Online Warranty applies to new products manufactured by Haworth, Inc. or Haworth, Ltd. (individually, “Haworth”) after March 15, 2021 that are sold to an end-user purchaser by Haworth (“Covered Products”). Covered Products also include new products manufactured by a company other than Haworth after March 15, 2021 that are sold to an end-user purchaser by Haworth.

In this Online Warranty, the terms “us,” “we,” “our” and similar terms refer to Haworth, and an end-user purchaser refers to the first person who purchases a Covered Product for such person’s own internal use and not for resale or distribution.

Consumable items, such as batteries, bulbs, lamps, etc., are excluded from the definition of “Covered Product” and are not covered by this Online Warranty, and neither Haworth nor its affiliates will have any obligation or liability relating to them.

#### What Problems are Covered?

Subject to the terms of this Online Warranty, Haworth warrants to the end-user purchaser of a Covered Product that the Covered Product, at the time of purchase, will be free of any defect in design or workmanship that materially impairs the performance or functionality of the Covered Product under normal use (a “Defect”). This warranty is for 24-hour / 7-day multiple shifts use of the applicable Covered Product; for seating products, such use is by individuals up to 325 lbs. In this Online Warranty, normal use means use of a Covered Product in accordance with all of the following: (a) Haworth’s standard instructions, guidelines and recommendations for that Covered Product; (b) if the Covered Product is not manufactured by Haworth, then the applicable manufacturer’s standard instructions, guidelines, and recommendations for that Covered Product; and (c) applicable laws, rules, regulations and ordinances.

A Defect excludes, and Haworth and its affiliates will not have any responsibility or liability for, the following: (a) normal wear and tear; (b) any damage, wear or failure of the Covered Product that occurs during transport of the Covered Product, or that is caused by improper use, care or maintenance of the Covered Product or by an act of God or other event outside of Haworth’s reasonable control; (c) the natural variation of color, grain or texture found in wood and leather; (d) the natural aging of materials such as wood, fabric and leather which results in colors changing over time or during use; (e) dye lot variations in fabric or leather; (f) the natural patina of leather during use; (g) “puddling” or wrinkling of fabrics, leather, or faux leather; (h) reverse crocking of dyes from clothing onto seating materials; (i) scratches or dents; (j) change in color (including fading) or other surface effects resulting from exposure to chemicals (such as chemicals in cleaning solutions) or exposure to sunlight or other sources of ultraviolet rays; or (k) any damage, wear or failure of the Covered Product caused by the integration or use of any non-Haworth materials, components, devices or other products into or with any Covered Product.

#### What Remedies are Available?

If a purchaser makes a valid claim under this Online Warranty for a Defect to a Covered Product, Haworth, at its option, will either (a) repair the Covered Product at Haworth’s cost, (b) replace the Covered Product at Haworth’s cost with a new or refurbished product with comparable function and performance, or (c) refund or credit the purchase price of the Covered Product (excluding taxes, duties, fees and other amounts). Haworth will not be responsible for any cost or expenses incurred by the purchaser relating to repair or replacement of a Covered Product due to a Defect, including without limitation freight, insurance, inspection, storage and similar costs and expenses. Any Covered Product that is replaced or whose purchase price is refunded or credited will become the sole and exclusive property of Haworth.

## What Conditions Apply?

All the following conditions must be satisfied to make a valid claim under this Online Warranty for a Defect to a Covered Product:

- the purchaser must have notified Haworth in writing of the Defect within 30 days after the purchaser first learns or has notice of the Defect, and in any event not later than three (3) business days after the last day of the applicable warranty period; all such notices must be made to Haworth by calling 877-HAWORTH or emailing Haworth at [Haworth.on-linestore@Haworth.com](mailto:Haworth.on-linestore@Haworth.com);
- the purchaser must provide the original Haworth order number and have fully complied with all instructions, requirements, and directions provided by Haworth, an Authorized Haworth Dealer or their respective agents regarding (a) the inspection, preservation or safeguarding of the Covered Product and (b) the transportation and delivery of the Covered Product to Haworth or, if directed by Haworth, to an Authorized Haworth Dealer or other party;
- at all times the Covered Product must have been located in a building that is (a) dry, fully closed-in and protected from the natural elements, and (b) adequately heated, ventilated and air conditioned to maintain an internal temperature between 40°F and 90°F (4°C and 32°C) and relative humidity levels between 25% and 55%;
- the Covered Product must not have been modified, and the purchaser must have used and maintained the Covered Product in full conformity with all of Haworth's written specifications, instructions and guides regarding use, care, and maintenance.
- if the Covered Product is replaced or its purchase price is refunded, all bills of sale, assignments, releases, consents, approvals and other documents and/or actions required by Haworth to assign and transfer to Haworth sole and exclusive title in the Covered Product, free and clear of all liens, claims and encumbrances, must have been executed, delivered and/or made, as applicable; and
- all other conditions and requirements in or arising under this Online Warranty, applicable law or a written agreement between Haworth and the purchaser, must have been fully satisfied.

## What are the Warranty Periods?

A Covered Product's warranty period begins on the Covered Product's date of manufacture and ends on the expiration of the time period identified below for that particular Covered Product. In addition, the warranty period will automatically terminate at the time that the end-user purchaser ceases to solely own, possess, control, and use the Covered Product.

- **Lifetime.** Except for those Covered Products or related components or materials identified below as having a different warranty period, the warranty period of a Covered Product is as long as the end-user purchaser continues to solely own the Covered Product.
- **Twelve (12) Years.** The following Covered Products have a 12-year warranty period:
  - seating products (framework, mechanisms, seating foam, cylinders, mesh, seating glides & casters, plastic components, and non-gel arm caps.) (Excluding Assure Chair)
  - thermally fused laminates (Be\_Hold)
  - wood or wood-framed products
  - Casgood mechanisms (hinges, slides, latches, glides, casters, etc.)



- **Ten (10) Years.** The following Covered Products have a 10-year warranty period:
  - Planes®, Planes Value Model, Upside™, and Hop™ height adjustable product mechanisms<sup>1</sup>
  - products that are at any time used in a classroom or educational environment (other than administrative areas) except as limited or described below
  
- **Five (5) Years.** The following Covered Products have a 5-year warranty period:
  - fabric scrims, fabric screens, vertical fabrics, and wallcoverings
  - fabrics rated Heavy Duty (A) under the Association of Contract Textiles Guidelines
  - leathers or faux leather
  - Power modules that attach to or installed into an opening of a work surface
  - work tools and accessories (e.g. blotter, mini shelf, paper tray, wire management, etc.)
  - Lighting products (e.g. Brazo, Pixo, UMA, Talia, LIM, etc.)
  - Assure Chair

<sup>1</sup> Troubleshooting procedures provided by Haworth must be used to determine if a mechanism is defective, the associated error code needs to be included in the Service Notification

- **No Warranty.** The following Products are excluded from the definition of “Covered Product” and not covered by this Limited Warranty:
  - acrylic, corrugated, or laminate screens
  
- **Specific Product Lines.**
  - **Ergotron Products.** The warranty period of a Covered Product within the Ergotron line of products is as follows:
    - **Ten (10) Years.**
      - ✓ LearnFit® Sit-Stand Desk
      - ✓ Monitor Arms
      - ✓ WorkFit-Z Mini Standing Desk Converter
    - **Five (5) Years.**
      - ✓ Anto-Fatigue Floor Mat
      - ✓ Keyboard Tray
      - ✓ WorkFit Corner Standing Desk Converter
      - ✓ WorkFit-T Standing Desk Converter
      - ✓ WorkFit-TL S

- **Service Parts.**

Haworth-authorized service parts installed on a Covered Product will be covered by this Online Warranty for the remaining balance of the warranty period for that Covered Product, so long as the service part was installed by Haworth or an installer certified by Haworth to install that Covered Product.

## GENERAL TERMS

This Online Product Compatibility and Limited Warranty Policy extends solely to end-user purchasers of Covered Products and not to their successors, assigns, employees, agents, or affiliates. This Policy is not assignable or transferable in whole or in part, whether voluntarily, by operation of law or otherwise, and any purported assignment or transfer will be void.

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All determinations regarding the scope, applicability, and interpretation of this Policy, including without limitation the satisfaction of and compliance with any of its conditions and requirements, will be made solely by Haworth in its discretion. All such determinations made by Haworth will be final, non-appealable and binding on all persons.

EXCEPT FOR THE EXPRESS ONLINE WARRANTY STATED ABOVE, TO THE EXTENT ALLOWED BY LAW, HAWORTH DOES NOT MAKE, AND IT EXPRESSLY DISCLAIMS, ANY WARRANTY OR REPRESENTATION, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO ANY PRODUCT OR SERVICE AND, IN PARTICULAR, DOES NOT MAKE, AND EXPRESSLY DISCLAIMS, ANY WARRANTY OR REPRESENTATION OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. ANY LEGALLY REQUIRED WARRANTY THAT MAY NOT BE DISCLAIMED WILL BE LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF MANUFACTURE.

AS SET FORTH IN THIS POLICY, REPAIR OR REPLACEMENT, OR REFUND/CREDIT OF THE PURCHASE PRICE, AT HAWORTH'S OPTION, OF A COVERED PRODUCT ARE THE EXCLUSIVE REMEDIES FOR ANY DEFECT TO THAT COVERED PRODUCT OR ANY OTHER ISSUE RELATING TO ITS MANUFACTURE OR INSTALLATION. IN NO EVENT SHALL HAWORTH OR ANY OF ITS AFFILIATES HAVE ANY LIABILITY IN TORT OR FOR ANY CONSEQUENTIAL, ECONOMIC, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES, OR FOR LOSS OF PROFITS, REVENUES, USE OR REPUTATION, WITH RESPECT TO ANY COVERED PRODUCT OR ANY OTHER PRODUCT, WHETHER CAUSED BY, ARISING FROM OR RELATING TO A DEFECT OR OTHERWISE.

*Applies to U.S. only:* Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the immediately preceding paragraph may not apply to a purchaser. This Online Warranty gives the purchaser specific legal rights, and the purchaser may also have other rights which vary from state to state.

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