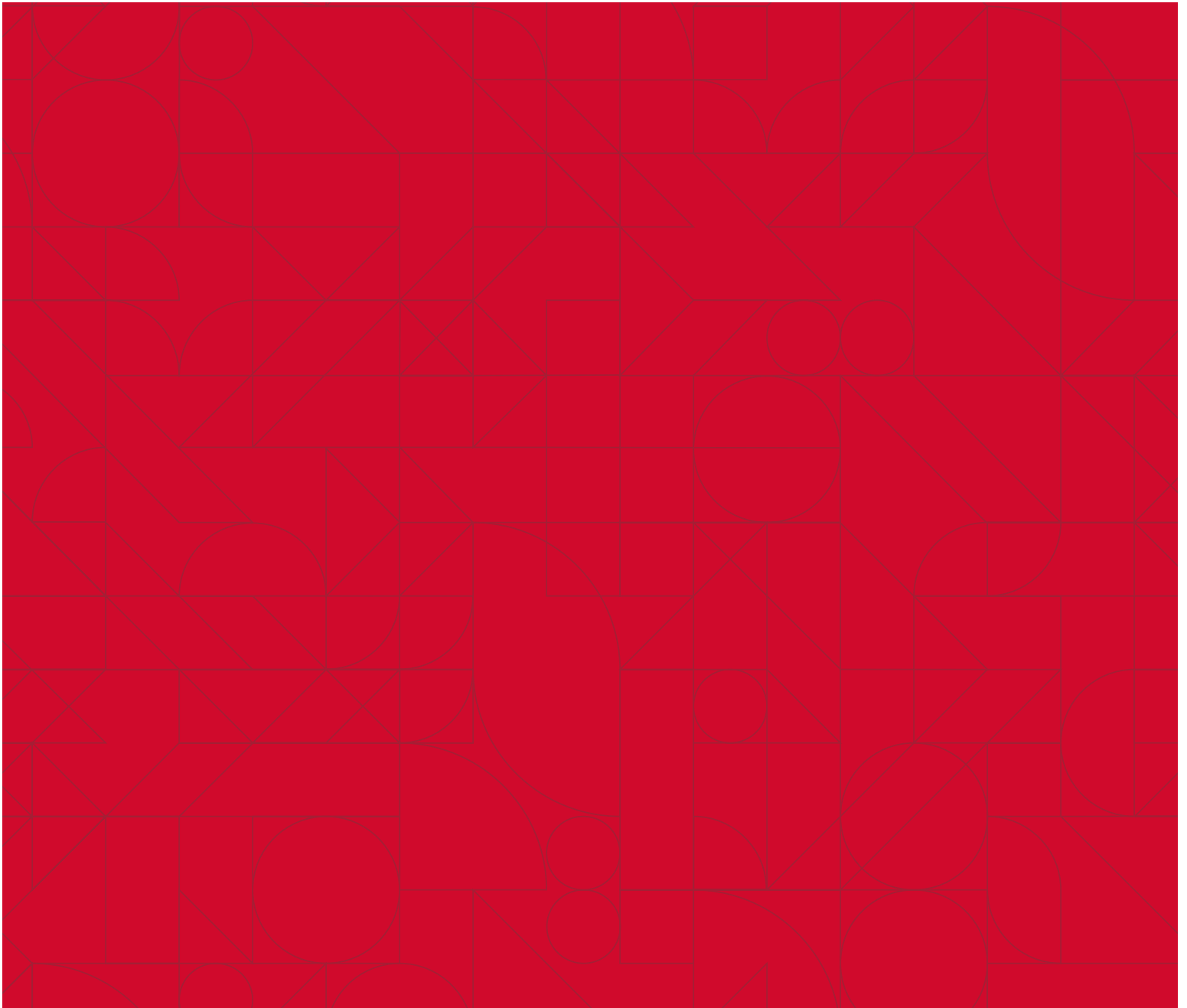


workware™

Haworth Technology Terms of Sale

August 6, 2015

HAWORTH®



Introduction

- Haworth provides a 3 year warranty for Workware® products within the Product Non-Obsolescence and Warranty Policy. The successful operation of Workware products is subject to a number of external conditions, connections and specific installation procedures being met.
- The terms below further define what will be considered when a warranty claim is submitted. These terms are intended to enhance understanding of how our current warranty policy applies to Workware products.
- These terms can also help guide the successful installation and management of the product by the dealer and customer.
- Terms below are organized by what should be considered during the sales, installation and service process.

Sales Process

Device compatibility and settings

- Claims as a result of connecting devices to the Workware wireless module or processor that are not deemed compatible per the Workware Technical Manual will not be honored.
- Performance of Workware as a result of selected settings on input or output devices may be diminished or non-operable (example: power saving settings resulting in loss of signal to the monitor)

Furniture Integration

- Integration of Workware into or onto furniture must follow guidelines in the Workware Pricelist – Specification Guide.

The sale of software – License

To review the complete software license agreement visit the specs & downloads section at haworth.com/workware-wireless.

Resellers

- Only authorized Haworth Dealers may sell Workware. Haworth Customer Service and Warranty Service are not available to resellers or their customers.

Network Requirements

- Performance or service issues resulting from inadequate network connections, capacity, or security will not be covered by Customer Service or warranty.
- Network requirements are stated in the Workware Technical Manual

Miss-Specification

- Customer Service or Warranty claims as a result of miss-specification may not be honored

Use of Workware Specification Guide and Technical manual

- Questions arising from the application of these documents will be addressed by Workware Customer Service at 855.815.5111

Installation

Workware Certified Installers

- Workware Certified Installers may include Haworth Dealer staff, Dealer selected installation contractors, and Dealer selected AV integrators or Haworth Certified Technical Representatives.
- Workware Certified Installers must be directly involved in installation planning and on-site execution to maintain the product Warranty.
- If Workware Certified Installers install other customer provided AV components, service and warranty agreements are between the Dealer and customer only, not Haworth.

Customer's Installers or AV Integrator

- Customer's installers or AV integrator, if used and agreed to by the Dealer, must be directed and supervised by the Certified Dealer Installer.

AV devices added after installation

- Customer Service or Warranty claims as a result of added AV equipment after the commissioning of the installation, may not be honored.

Data and video cables by others

- If directed to be used by the customer should meet or exceed workware standards as set by our current product offering.
- Customer Service or Warranty claims as a result of such use, may not be honored.

Unauthorized intrusion to the installation

- Customer Service or Warranty claims as a result of intrusion by the customer, its staff, or other service providers into the Workware installation may not be honored. This includes vandalism, attempts at self service, or experimentation.
- The installation is defined by Workware connections to the monitor, other Workware components and mounting of Workware to furniture components.

Commissioning Document

The dealer's Workware Certified Installer is encouraged to provide a commissioning document at completion of testing of the installation to be signed by the customer's representative. This will confirm satisfactory operation and act as a reference point for future service or warranty claims.

Service After The Installation

Authorized trouble shooting and service

- Trouble shooting and service should only be directed and performed by Workware Certified Dealer Installers and or Haworth Customer Service.

Software and firmware updates

- When available, the Dealer will be notified to contact customers regarding their availability. Software or Firmware updates may be required or optional. Access to such updates is at the discretion of the customer via Haworth.com.
- Customer Service or Warranty claims as a result of not utilizing required updates may not be honored.

Authorized product replacement – warranty

- Warranty replacement of Workware components must be authorized by Haworth Customer Service.

Service charges

- Services provided after the warranty period or as a result of not adhering to these Terms of Sale are subject to being charged to the customer.