

Warranty for Gokhale Method® chairs

Terms & Conditions

Limited Warranty

Gokhale Method Enterprise, Inc. (Gokhale Method) warrants to the original customer from the date of purchase that Gokhale Method chairs are free from defects in workmanship and materials under normal use during the applicable warranty period set forth below.

Normal use is defined as wear which occurs in an office environment during the course of a normal single-shift usage workday (8 hours per day/5 days per week).

For one year from the start of warranty date, freight for replacement parts covered under warranty will be covered for the forty-eight (48) contiguous states and the District of Columbia as well as Canadian Provinces with the method of shipping at Gokhale Method's discretion. Gokhale Method will assume no responsibility for any labor charges.

The user is responsible for all maintenance service, which includes but is not limited to: lubricating and cleaning of the product, assembly, adjustment, checking all the bolts and performing operation checks once a year.

Gokhale Method guarantees the construction of all Gokhale Method chairs to be free from defects in materials and workmanship for a period of ten (10) years from the date of purchase.

Maximum Weight Limit 250 Lbs.

Coverings Limited Warranty

Coverings of Gokhale Method chairs are protected by a ten (10) year limited warranty*.

*Leather is covered against premature wear, cracking or splitting. However discolouration due to heavy perspiration or application of liquids or cleaners is not covered.

Headrest Limited Warranty

Latitude Headrest sold with Gokhale Method chairs is protected by a ten (10) year limited warranty.

Foam Limited Warranty

Foam used in Gokhale Method chairs is of the industry's highest quality. Foam material (including visco-elastic and high density) will see a gradual decrease in viscosity over many years of use. This is a natural occurrence and is not covered by our warranty. Gokhale Method warrants to the original purchaser that foam used in Gokhale Method chairs will be replaced or repaired at our option if deemed defective due to structural integrity or faulty workmanship within five (5) years from date of purchase.

24 Hour Use Warranty

Gokhale Method guarantees the construction of all our products to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase.

Replacement Parts

Warranted for two (2) years or the balance of the original warranty whichever is longer.

Purchased Parts

Warranted for thirty (30) days out of box.

Limited Warranty Conditions, Exceptions & Exclusions

Product Replacement

This Limited Warranty provides coverage for defects in workmanship and materials of your chair. However, consistent with our commitment to sustainability and the minimization of waste, the following exceptions and exclusions apply:

1. **REPLACEMENT PARTS OVER ENTIRE PRODUCT REPLACEMENT:** Wherever feasible and in accordance with the terms of this Limited Warranty, the Company will provide replacement parts to rectify any defects or issues with the product, instead of replacing the entire chair. This approach is a part of our eco-friendly and sustainable business practices to reduce waste and the overall environmental impact. This means that if a component of your chair is defective or malfunctioning and we have a suitable replacement part available, we will send you the part with installation instructions instead of replacing the entire chair. Our warranty service will guide you through the replacement process and provide necessary technical support. In some cases, professional services may be required for installation of certain parts, which will be determined on a case-by-case basis.
2. If it is determined that replacement parts cannot reasonably rectify the defect or issue, at our sole discretion, we may opt for the replacement of the entire chair.
Please note that this Limited Warranty does not cover normal wear and tear, or damage resulting from misuse, abuse, or neglect. Detailed terms and conditions regarding what constitutes misuse, abuse, and neglect are described in the relevant sections of the Limited Warranty documentation.
We appreciate your understanding and your commitment to sustainability. Together, we can make a difference for our environment.

Misuse, Abuse, Neglect

The limited warranty provided by Gokhale Method chairs comes with a set of conditions and exclusions which is applicable to products sold within Canada and the United States. The warranty is designated for the original purchaser who acquires the chairs directly from Gokhale Method, an authorized Gokhale Method dealer, or other authorized sellers. It's important to note that this warranty is non-transferable and solely for the benefit of the original owner.

To verify the applicability of the warranty, we may require the user's weight verification. Moreover, a claim under the warranty necessitates the provision of the original bill of sale and the chair's serial number by the customer. This warranty fundamentally covers the cost of replacement parts only. Labor costs for the repairs are not included, and the freight on parts is covered for the first year only. In situations requiring repair, customers hold the responsibility for transportation costs to and from the dealer or Gokhale Method.

Here are some important terms to understand:

1. **Misuse** - Misuse for the purpose of this warranty refers to using the chair in ways that it was not designed or intended to be used. For instance, exceeding the weight limit of the chair or using it in an inappropriate environment would be considered misuse, which could void the warranty.
2. **Abuse** - Abuse is identified as intentional or reckless actions causing damage to the chair. This could include purposeful physical damage or any modification and tampering with the chair's original structure or components. Any visible signs of abuse will result in the warranty becoming void.
3. **Neglect** - Neglect involves the failure to correctly care for and maintain the chair. This could include failing to perform regular annual maintenance such as checking, inspecting, and tightening bolts on the mechanism, upright, arms, as well as ensuring smooth movement of paddles and correct tension.

Importantly, non-compliance with installation and maintenance instructions or neglecting regular yearly maintenance can void the warranty. Gokhale Method does not assume responsibility for any damage inflicted due to shipping/transport, improper assembly or installation, maintenance negligence, or any damage that happens due to extreme weather conditions (hot, cold, dry, or humid) post-shipment. Finally, the warranty coverage period begins from the purchase date.

Discontinued Parts

This Limited Warranty does not guarantee replacement or repair of any covered product or part thereof which has been discontinued or is no longer being manufactured by the manufacturer or its suppliers at the time of the claim.

In the event that a covered product or part becomes obsolete or discontinued, we will attempt to provide a functionally equivalent replacement or offer repair where possible and applicable, but cannot guarantee the availability of exact matches in color, design, material, or brand.

If a suitable replacement or repair is not possible due to the discontinuation or unavailability of the part or product, we may, at our sole discretion, offer a partial reimbursement based on the original purchase price and current market value, factoring in the product's age and condition.

This exclusion is in addition to and does not in any way restrict or limit other exclusions and limitations set forth in this Limited Warranty. We recommend regular maintenance and timely replacement of parts and products in accordance with the manufacturer's recommendations to avoid any inconveniences that may arise due to the discontinuation of parts or products.

Gokhale Method does not warrant

Gokhale Method ensures the highest quality of craftsmanship in all our products. However, there are certain circumstances and conditions under which the warranty does not apply:

1. **Normal Wear and Tear** - The warranty does not cover normal wear and tear, or fading, or damage occurring over the lifespan of the upholstery. This includes any acts or omissions by parties other than the Gokhale Method, including modifications, improper use, or incorrect installation of products.
2. **Natural Material Characteristics** - Natural occurrences such as marks, scars, wrinkles, or stretching that may occur in natural leather or inherently stretchy materials like Leather, UltraFabrics, or Dream Weave are not covered. These are inherent traits of these materials and not considered defects.
3. **Color and Fabric Variances** - Gokhale Method is not liable for issues related to colorfastness, color matching, fabric puddling, or wearing qualities of any material. All leather pulls with use and puddling and stretching can occur due to repeated use; these are natural characteristics of leather and not deemed defects. Additionally, Gokhale Method is not responsible for slight differences in fabric color due to supplier dye lot differences on large orders or on repeat orders placed at later dates from the original order. The warranty also does not guarantee exact color matching to cuttings, samples, swatch cards, or online/printed images. Variations in natural leather due to the material's inherent properties that may affect color matching are also not covered.
4. **Unauthorized Modifications or Attachments** - The warranty does not cover any modifications or attachments to the product not approved by Gokhale Method. Any product failures resulting from such unauthorized modifications or substitutions of any non-Gokhale Method components are also not covered.
5. **Damage from Sharp Objects and Animals** - The warranty does not cover damage caused by sharp objects such as writing utensils, heeled shoes, scissors, jewelry, keys, or damage resulting from animals, such as but not limited to scratching by cats or dogs.
6. **Chemical Damage and Dye Transfers** - The warranty does not cover damage caused by cleaning chemicals or dye transfers caused by external contaminants, including clothing and accessory dyes, such as those used on denim jeans.