



Lifetime Warranty

This warranty is given to the initial purchaser and is valid for as long as the product is owned by the original purchaser.

This warranty, which runs from the date of manufacture, covers defects in materials and craftsmanship found during normal usage (single shift: 5 days a week, 8 hours a day) of the products during the warranty period. See “Applicable Warranty Periods” below. Products covered by this warranty will be either repaired or replaced at VIA’s discretion. Product repair or replacement of any defective part is the customer’s exclusive remedy for any and all product defects. Labor is not included. VIA accepts no other responsibilities or liabilities. Only those items free of misuse, abuse, accident, alteration, unauthorized repair, or damage by fire, flood, or other acts of God will be covered. This warranty applies to all VIA products manufactured after June 1, 2001.

Applicable Warranty Periods

All foam cushions, structural components, and non-moving parts are warranted for life.

Adjustable arms, pneumatic cylinders, and casters are warranted for ten (10) years.

Seating mechanisms (i.e. adjustment controls) and stack chairs (Camden, Cado, & Cali) are warranted for six (6) years.

The performance of VIA’s in-stock fabrics and leathers are warranted against defects for two (2) years.

Warranted Chair Control Weight Capacities:

The Basic Swivel and the Single Torsion Bar controls: 400 pounds.

The Standard and Active Back controls: 350 pounds.

The Advanced Ergo, Bio-sync, and Two Position - Forward Lock controls: 300 pounds.

The Single Position, Dual Torsion Bar and Split Back controls: 275 pounds.

The Flow Series control: 250 pounds.

Cali, Camden & Cado stack chairs: 250 pounds.

Warranty Exceptions

Normal wear, fading, and COM / COL are not covered under this warranty.

VIA does not warrant the matching of colors, patterns, or dye lots, except to within commercially acceptable standards.

Flow Series seating and all electronic components are warranted for one (1) year from the date of purchase.

Both the 8-Motor Relaxor Massage System and the Air Lumbar Support System are warranted for one (1) year from the date of purchase. Batteries have no warranty and must be replaced periodically.

Custom products have no warranty. Warranties that will cover multiple shifts (for use that exceeds 8 hours per day) are available for all VIA products except the Flow series chair. Please contact the VIA Customer Service department for details on multiple shift warranties.

Warranty Claims

Please do not return the product without prior authorization from VIA.

Please send a written notification of the defect to VIA along with a copy of the original invoice.

Please contact VIA Customer Service for details.

Fabric, Leather & Wood Variations

Due to natural variations in materials, furniture containing leather or wood is sold subject to normal variations or irregularities of color, texture and grain. On large orders or on repeat orders occurring substantially later than the original order, VIA shall not be responsible for slight differences in fabric color due to supplier dye lot differences.

Product Design

VIA has designed and manufactures all of our products in accordance with the ANSI/BIFMA x5.1 1993 standards.

VIA reserves the right to make changes in design and construction or discontinue products without prior notice.

All dimensions noted herein are approximate and subject to slight deviation.