



ALPHA-VICO 15 YEARS WARRANTY

During the warranty period, Alpha-Vico will repair or replace or provide credit up to the purchase price, at its discretion, any Alpha-Vico furniture which proves, upon inspection by Alpha-Vico's team, to be defective in original material or workmanship that may become evident within the first 15 years of the date of delivery and/or installation at the customer facility. This is your sole and exclusive remedy. Some warranty issues may be resolved by simply replacing parts and that will be done by our installation team at no charge to customer (Alpha-Vico will provide free of charge repair services, parts and labour including transportation charges). This warranty covers products delivered after July 1st, 2025 at customer facility, as long as product is owned by original purchaser (and validated with a proof of purchase), and is subject to the terms below:

15 Years

Laminates, seating controls, all seating, desk, table and storage products unless otherwise indicated in this warranty

5 Years

Glides, casters, pneumatic cylinders, foam, torsion bars on mobile folding tables, upholstery material and third-party products

Exclusions :

- The effects of normal classroom or commercial usage over time or apparent defects caused by abusive or abnormal use of the product
- Damage from environmental factors including rust caused by natural elements
- Damage from sharp objects
- Products not inspected, assembled, installed or used in compliance with product instructions including failures resulting from inadequate maintenance
- Product modifications or attachments
- Products used outdoor or for rental purposes
- Products claims regarding the matching or the intrinsic of grains, patterns, textures, colors, or the colorfastness or in respect of intrinsic grains or patterns

To obtain service under this warranty:

Please contact your local Alpha-Vico Sales Representative or Customer Service Representative at [1 877 362-5742](tel:18773625742).

For warranty information concerning orders delivered prior to July 1st, 2025, please refer to the warranty information published at the time of purchase.

For additional information relating to warranty, please contact your Customer Service Representative or your Sales Representative.

Your products are 20 years old, and you would still need that Alpha-Vico's team provide services, parts and labour to repair items outside the warranty period? No problem! As a manufacturer, we keep all parts and molds required to offer service to our customers for numerous decades and every repairs are under warranty for another 12 months.

Maintenance and Inspection Instructions:

Furniture should be cleaned with water and mild soap as needed.

Regular maintenance and lubrication is required for moving mechanisms.

For security purposes and to prevent structural failures, furniture should not be used other than for its intended purpose and should be inspected annually for the following: loose or missing fasteners such as screws, rivets or staples, metal fatigue, rust, cracks or broken welds, any problem that may causes instability or tipping and any signs of misuse. Furniture that appears to be damaged should immediately be removed from the customer facility and reported to the Alpha-Vico's team and replaced or repaired. Repairs should only be made with Alpha-Vico team expertise and authorized parts. For more information on maintenance, inspection or furniture repairs, or to report furniture which may requires service, call Alpha-Vico at [1 877 362-5742](tel:18773625742).

THERE ARE NO IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY, AND THERE ARE NO OTHER EXPRESS WARRANTIES BEYOND THE WARRANTIES EXPRESSED HERE. ALL INCIDENTAL OR CONSEQUENTIAL DAMAGES OR INDIRECT CONSEQUENTIAL OR INCIDENTAL DAMAGES WHICH MAY ARISE, INCLUDING BUT NOT LIMITED TO BUSINESS LOSSES, PERSONAL PROPERTY DAMAGE, AND THIRD PARTIES LIABILITIES ARE HEREBY EXPRESSLY EXCLUDED. IN NO EVENT SHALL ALPHA-VICO'S LIABILITY TO THE CUSTOMER OR ANY PART ARISING OUT OF OR RELATING TO ITS PRODUCTS OR THE ORDER OR DELIVERY OF ITS PRODUCTS TO EXCEED THE PURCHASE PRICE CHARGED BY ALPHA-VICO FOR SUCH PRODUCTS. Damage to flooring (dimpling, indentation, etc) is not covered by the Alpha-Vico warranty. Warranty as to the suitability of flooring used with school furniture glides and caster rests solely with the flooring manufacturer.