

Industry-Leading Lifetime Warranty

We proudly stand behind the products and manufacturers we offer, and our warranty goes far above and beyond the traditional 'manufacturer's warranty'. CBI Group takes ownership of all warranty and service work, never sending you to a third party or putting you in touch with someone you have never done business with to resolve your issue.

You can rest assured knowing that if any unexpected issues arise in the future, our warranty will keep you covered.

15 YEARS:

Structural Hardware
(No Questions Asked)

- Cubicle Panels
- Non-Moving Metal, Wood, Glass or Plastic Hardware
- Chair Frames and Arms
- Table/Desking Frames and Tops
- Filing Systems

10 YEARS:

Moving Parts

- Chair Casters
- Draw Sliders
- Chair Mechanisms
- Folding Mechanisms
- Electrical Systems & Mechanisms
- Adjustable Components

5 YEARS:

Fabrics & Finishes

- Complete Breakdown of Wood, Laminate, Fabric, Leather, Vinyl or Mesh Through Use of Normal Wear and Tear
- Excessive Fading or Discoloration, Beyond Normal Wear and Aging

Repair or replacement parts and labor will be at no cost to the client. Culture-Based Interiors reserves the decision of repairing or replacing a product.

EXCLUSIONS:

- Damage to the product caused by: sharp objects (e.g. writing utensils, heeled shoes, scissors, jewelry, or keys); extreme environmental conditions; unintended usage or use/storage of product in unsuitable environments or conditions; normal wear and tear over the course of ownership, including puddling and pilling in materials
- Natural variations occurring in wood, leather, or other natural materials that are inherent to their character and not considered defects
- Colorfastness of textiles or surface finishes
- Matching of colors, grains, textures, or edge bands to natural materials, such as veneer and leather
- Damage caused by the carrier in-transit or installer: products not installed, used, or maintained in accordance with product specifications, instructions, and warnings; modifications or attachments to the product not approved by CBI Group