



OCE PRODUCT WARRANTY – Effective date: April 01, 2021

Oregon Corrections Enterprises (OCE), PO Box 12849, Salem, Oregon 97309-0849, USA, warrants the products sold to be free from defects in material and workmanship. During the warranty period for the product, OCE, at its discretion, will repair or replace any product, part, or component covered by this warranty, which fails under normal use as a result of a defect in material or workmanship. OCE will repair or replace the aforementioned product, part, or component with a comparable product, part, or component. OCE's vendor products, components, and textiles are subject to vendor's current warranty. This warranty extends only to the original purchasers who acquire new products from OCE and does not cover loss, theft, or failure to normally maintain products. Any misuse, abuse, unauthorized repair by non-OCE personnel, alteration, or modification to the original product voids the warranty. Limited warranty covers only OCE provided products, components, and related repair work performed by OCE. The warranty period starts from the date of delivery.

LIMITS OF LIABILITY

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR REMEDIES WHETHER WRITTEN, ORAL, IMPLIED, OR STATUTORY. OREGON CORRECTIONS ENTERPRISES SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, PERSONAL INJURY OR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM ANY DEFECT.

SHIPMENT DAMAGE CLAIMS

All products are packaged to comply with carrier requirements and leave the manufacturing facilities in good condition. Customer shall be responsible to carefully inspect all products upon delivery and before acceptance. Any damage discovered upon delivery must be noted with the delivery driver paperwork. Notification of damage discovered after delivery must be given to OCE within five (5) business days immediately following delivery, and all damaged product must be kept at the point of delivery in its original packaging.

SHORTAGE CLAIMS

Shortage claims must be reported within ten (10) business days after delivery. Shortage claims reported later than ten (10) business days after delivery will not be honored. Customer shall be responsible to carefully inspect all products on the invoice are accounted for upon delivery before acceptance.

PRODUCT WARRANTIES

These Terms, Conditions, Rights, and Warranties may change. Purchases of products from OCE shall be subject to OCE's then current Terms, Conditions, Rights and Warranties which can be found at: www.oregon.gov.

OBTAIN SERVICE UNDER THIS WARRANTY

Please call our customer service unit at 1-800-776-7712. Please reference the sales order number.

EXCLUSIONS

- Natural variations in wood grain or figure or the presence of character marks
- Changes in surface finishes, including colorfastness due to aging, exposure to natural or artificial light or humidity
- Marks, scars, or wrinkles occurring naturally in leather
- Failure resulting from wear and tear

- Matching of colors, grains, or textures of natural materials
- Colorfastness or the matching of colors of textiles or surface finishes, including an exact match to cuttings, samples, or swatch cards
- Damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments
- Changes in the decibel level of motors or mechanisms utilized in height-adjustable products
- Damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects
- Discoloration of textiles and surface materials due to soiling, stains, or dye transfer from clothing, including denim
- OCE does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage or non-climate controlled spaces
- Bargain Bin items or other items sold As-Is
- Voids in finishes on metal products where finish cannot be applied
- Fabric, foam, and interior parts of seating, including feet unless caused by defects in material and/or workmanship
- For guitars: worn strings/string replacement, worn frets, worn machine heads, scratched pick guard, worn plating, damage to or discoloration of the guitars finish, and/or subjective issue of tonal characteristics

PRODUCTS WITH A ONE (1) YEAR WARRANTY

- | | |
|---|---|
| <ul style="list-style-type: none"> • Electronics • Grommets • Hydraulics • Lighting | <ul style="list-style-type: none"> • Refurbished • Whiteboard – Laminated • Electric Guitars |
|---|---|

PRODUCTS WITH A TWO (2) YEAR WARRANTY

- | | |
|--|---|
| <ul style="list-style-type: none"> • Casework/Cabinetry • Foam • Sled Bases, Glides, Casters, and Feet • Mattresses • Metal Galvanized Finishes • Metal Paint Finishes • Metal Powder Coat Finishes • OCE Wood and Metal Furniture | <ul style="list-style-type: none"> • Park Equipment • Signage • Tack Boards, Porcelain Whiteboards • Textile Products • Transportation Products • Upholstered Furniture • Wood and Steel Frames • Wood Finishes |
|--|---|

MAINTAINING OUTDOOR PRODUCTS

In order to sustain a long life on all outdoor products and/or products that will face weathering conditions, it is important to continue to treat them with an appropriate outdoor weather-protective product (i.e. outdoor wood treatment, touch-up paint, or other). Treat your products as needed, or at least once per year, and follow the manufacturer's preparation and application instructions listed on the product packaging and materials.

ACCEPTANCE OF TERMS

This warranty is valid from the date of delivery to the original End User and is non-transferable. It shall be immediately invalidated in the event that the product is resold, transferred, or rented to any third party or person other than the original consumer who purchased this product from Oregon Corrections Enterprises. Acceptance of the product by you shall constitute your acknowledgment and acceptance of the terms, provisions, limitations, and exclusions set forth herein. Such terms, provisions, limitations, and exclusions shall not be modified, deleted, or supplemented except by an express written acknowledgment of OCE.