



WEIGHT RATED & TESTED FOR 24/7 INTENSIVE USE ENVIRONMENTS

# IRON HORSE SEATING

## WARRANTY STATEMENT PAGE 1:

United Group, Inc. assumes no warranty obligation for failures due to product abuse, misuses or alteration of the product. United Group, Inc's warranty extends only to the original purchaser acquiring new products directly from United Group, Inc, its authorized dealers and distributors, or others specifically authorized by United Group, Inc. to act as resellers of its products.

Proof of purchase is **required** (serial #, photos of chair and failure, failure details, contact information).

This warranty is void if the product is modified or attachments are made to the product.  
Determination to replace product (applies to parts only) shall be made by United Group, Inc.

Warranty is for parts only and applies to IRON HORSE Seating products manufactured after September 1, 2005.

## HEAVY DUTY FRAME

10 Years from Date of Invoice on 3000 Series, 4000 Series, and Big & Tall.  
5 Years from Date of Invoice on 5000 Series.  
3 Years from Date of Invoice on 2000 Series.

## STRUCTURAL COMPONENTS

5 Years from Date of Invoice; excluding product abuse, misuse, and normal wear and tear.

## CUSHIONS, TRIM, CASTERS, ARMRESTS

3 Years from Date of Invoice; excluding product abuse, misuse, and normal wear and tear.  
4D Armrests are **NOT** covered under Warranty if used in 24/7 environments.  
Deluxe Tilt-Up & 3D Armrests **ARE** covered under Warranty if used in 24/7 environments.

## SUBMIT YOUR CLAIM

Go to [www.ironhorseseating.com/warranty-claim](http://www.ironhorseseating.com/warranty-claim) and submit the IRON HORSE Warranty Form.

You must provide your Name, Company Name, Email, Phone Number, Address, description of issue, and Serial Number to submit the form.

Alternatively, you can contact our dedicated Warranty Manager directly at [warranty@unitedgp.com](mailto:warranty@unitedgp.com).

**CONTACT IRON HORSE SEATING WARRANTY TEAM: +1 (847) 816-7100 | [WARRANTY@UNITEDGP.COM](mailto:WARRANTY@UNITEDGP.COM)**



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## WARRANTY STATEMENT PAGE 2:

Subject to the conditions and limitations set forth below. United Group, Inc. warrants Iron Horse office chair products are manufactured and delivered free from substantial defects in material and workmanship and will remain in such condition for the term described below. This warranty extends only to the original customer and is non transferable.

### THIS WARRANTY DOES NOT APPLY, OR INCLUDE COVERAGE FOR, DEFECTS ATTRIBUTABLE TO:

- A) Negligence Or Misuse.
- B) Failure To Comply With Instructions For Service Or Maintenance.
- C) Accident, Unauthorized Repairs Or Modifications Or Unauthorized Use.
- D) Damage Or Product Failure Caused By Freezing, Flooding, Fire Or Any Occurrence That Might Be Termed An Act Of God.
- E) Items Ordinarily Depreciated By Use, Ie; Wear And Tear.
- F) Normal Maintenance Items.
- G) Exposure To The Elements, Excessive Humidity, Fading Or Discoloration Over Time, Failure To Follow Instructions For Said Cleaning, Maintenance, Corrosive Materials, Improper

### LIMITATIONS:

This Warranty is limited exclusively to the originally purchased Iron Horse seating product. Warranty coverage extends to product that was sold by United Group, Inc only or an authorized IRON HORSE distributor. United Group, Inc. reserves the right to make changes or improvements at any time in the design of or upon the Iron Horse office chair without any obligation to make a corresponding change or improvement in or upon the Iron Horse Seat previously manufactured by United Group, Inc.

This is the exclusive and complete warranty made by United Group, Inc. with respect to the IRON HORSE office seat product. No person whatsoever is authorized to make any representation,arranty or promise on behalf of the manufacturer. United Group, Inc. makes no other express Warranties and disclaims any and all implied warranties including implied warranties of Merchantability and fitness for a particular purpose. The remedies set forth above pertaining to repair or replacement of parts or materials are exclusive of all other remedies. Dealer makes no warranty on his or her own or any item warranted by United Group, Inc. and makes no warranty against defective installation unless they deliver to purchaser a separate written warranty certificate specifically warranting the item. The installer has no authority to make representation or promise on behalf of United Group, Inc. or to modify the items or Limitations of this warranty in any way.

Neither United Group, Inc. nor dealers under any circumstances assume any responsibility for incidental or consequential damages such as, but not limited to, expenses for travel, lodging, loss or damage to personal property, loss of revenue, loss of time or inconvenience.

### INTERNATIONAL SHIPMENTS & CUSTOMS CLEARANCE, DUTIES, TAXES, AND TARIFFS:

International Customers will be responsible for the customs clearance, duties, taxes and tariffs on shipping IRON HORSE Warranty Parts from Lake Forest, IL.

**CONTACT IRON HORSE SEATING WARRANTY TEAM: +1 (847) 816-7100 | WARRANTY@UNITEDGP.COM**