



Warranty Statement

For VIA, Inc. ("Via Seating")

Version: 5.0

Published: 01/01/1987 | Last Modified: 08/04/2025

This Warranty Statement is provided to you by Via Seating (hereafter referred to as "Via Seating", "we", "us", "our").

All Via Seating products are manufactured with meticulous attention to detail and to the highest quality, durability and sustainability standards. VIA Inc (hereafter referred to as Via Seating) warrants to the initial purchaser that, Via Seating product will be free from defects in its materials and craftsmanship found during normal single shift usages; (5) days a week, eight (8) hours a day. This coverage shall be effective from date of manufacture as listed on the chair label.

Products covered by this warranty will be repaired or replaced at Via Seating's discretion. Product repair or replacement of any defective part is the customer's exclusive remedy for any and all product defects. Via Seating will pay for pre-approved warranty repair costs when shown to be a result of a defective part. This warranty repair cost will be in place for the full term of coverage from date of manufacture. Only those items free of misuse and abuse will be covered. Items with alternations, unauthorized repairs, or damaged by fire, flood or other acts of God will not be covered. This warranty supersedes all previous Via Seating warranties. There are no other warranties, expressed or implied, other than those specifically described here.

Warranty on discontinued products is limited to parts remaining on hand. Via Seating will provide a recommended alternative if parts are no longer on hand.

Via Seating reserves the right to make changes to the 12-year warranty including the right to make changes in design/construction and to discontinue products without prior notice.

Warranty Periods

12-Year Warranty Coverage

All Via Seating task, conference & executive chairs are warrantied for 12 years, single shift as defined above. Unless otherwise specified, Via Seating's proprietary closed-cell, cold-cured, injection molded comfort foam is also covered for 12 years.

24/7 Shift Applications Warranty Coverage

Via Seating's 24/7 shift applies to series Brisbane HD 24/7, Genie®, Genie Flex® (including TPU) and Vista II series—these series are all covered for 12 years in 24//7 applications.

Direct URL: www.viaseating.com/warranty





10-Year Warranty Coverage

Lounge series (Astro, Chico, Comet, Edge, Luna, Meteor, Muir, Nebula, Orbit & Vooom™), multi-use series (All-Ways, Coleurí, Eclipse, Joí, Reset, Splash, Sutro & Zee), stacking carts.

5-Year Warranty Coverage

Via Seating In-stock leathers and fabrics, mesh, 4u groove fabric, outdoor furniture.

2-Year Warranty Coverage

Tahoe.h24 sunshade, Sierra.015 cabana, In-stock leathers and fabrics only when at 24/7 use.

Warranty Exceptions

(not covered under warranty)

- Non-stock Graded-In, COM/COL textiles;
- Color-fastness or matching of colors patterns or dye lot, including; minor variations, color matches to swatches used for specification purposes and/or prior purchases;
- Products specified outside of those in the Via Seating price list;
- Products with unauthorized repair or alteration;
- Products not used, maintained or installed in accordance with Via Seating's applicable guidelines;
- Products exposed to conditions deemed extreme (i.e. environments other than "normal commercial, indoor office" spaces) and damage from sunlight and UV rays; Products purchased "as is" or second hand/refurbished products;
- Products sold by unauthorized dealers;
- Variations of leather; dye lots, environment marks, scars, bites, rubs, wrinkles, stretch marks, pattern markings and minor irregularities in color, surface, grain & texture;
- Samples, floor/showroom samples, road samples, goodwill orders or any other non-purchased parts or chairs;
- Damage caused by staining, sharp objects, imprinting from instruments, and water damage.

ANSI/BIFMA Compliance

Via Seating products - Via Seating designs and manufactures all of its products in accordance with the ANSI/BIFMA standards.

Outdoor furniture - Via Seating tests all outdoor furniture to ANSI/BIFMA standards.

To download a BIFMA LEVEL® certification for your specific product either search "(series name) BIFMA LEVEL" or go to the specific series page, click sustainability from the drop-down menu & then click certifications from that sub menu. Select the certification you want & download that pdf.

Direct URL: www.viaseating.com/warranty





Changes to This Policy

We may revise and update this policy from time to time at our sole discretion. All changes are effective immediately when we post them. If changes are material to this policy, we will make every effort to notify you before these amendments enter into force. Your continued use of the Via Seating Services means you accept and agree to any modifications to this policy.

Contact Us

For any questions, please contact us at <https://viaseating.com/contact-us/>.

