



Warranty Policy

Product Warranty



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John Boos & Co. warrants that its products (“Products”) will be free from manufacturing defects for one year from the date of purchase or date of delivery (if later than the date of purchase). Because John Boos & Co. cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from John Boos & Co. or a John Boos & Co. authorized reseller in the United States, unless otherwise prohibited by law.

John Boos & Co. reserves the right to reject warranty claims for Products purchased from unauthorized sellers, including unauthorized Internet sites. This warranty does not apply to damages which result from neglect, accidental or intentional damage, damage or wear to any swivel mechanism, normal wear and tear, misuse of product, unauthorized repair, exposure to extremes in temperature and humidity, and alteration or abuse of the product. This warranty is limited to the original, end-user purchaser or gift recipient in the United States. Wood products ordered “unfinished” do not come with a warranty. Repairs or replacement under this limited warranty will be made through an authorized John Boos & Co. reseller, if possible, the same authorized reseller from which the product was purchased.

Should the dealer or factory representative find return of the product to the factory necessary, all packing and shipping costs will be the responsibility of the customer. If an authorized reseller is not available, contact the Customer Service Department at John Boos & Co., 3601 S. Banker St., Effingham, IL 62401, Ph (888) 431-2667 for the name and location of the nearest authorized reseller.

Factory obligation under this warranty, is limited, at the option of John Boos & Co. to repair or replace the product (or one of equal type and quality if the product is no longer available), within 90 days after receipt of written recommendation from the dealer and/or customer, provided none of the above exceptions are evident.

John Boos & Co. shall not be liable for any loss or damage arising from use, or for consequential damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.