

# Thank you

for choosing an OM.

The “chair geeks” at OM have been focused on meeting your seating needs since 1986, and we take our work very seriously.

We spend a lot of time designing our products to be responsive to your unique working style & environment, so that hopefully you can simply sit back and enjoy your OM in comfort.

So, thank you again for trusting OM. We invite you to interact further with us at [omsmartseating.com](http://omsmartseating.com) if you would like to learn more about your chair, or our chair company.

Yours sincerely,

President  
OM

#### LIMITED WARRANTY

OM (formerly Office Master, Inc.) warrants to the original purchaser that its products are free from defects in materials and workmanship for the applicable warranty period, as indicated below.

Should any item fail, OM will – at its sole discretion – repair or replace, with a comparable product or part, any item found to be defective as a result of normal commercial use (i.e., a single 8-hour shift, 5 days per week).

This warranty does not apply to items subjected to abuse, misuse, neglect, alteration, or damage caused by shipment, storage, accident, fire, flood, or act of God.

#### LIFETIME LIMITED WARRANTY

The OM5 Series® (including the OM5 Active sub-series) is covered by a lifetime limited warranty on all structural components as defined below.

#### 12-YEAR LIMITED WARRANTY

Unless otherwise specified, all models not classified as budget or 24/7 or heavy-duty are covered under a 12-year limited warranty on all structural components as defined below.

#### 7-YEAR LIMITED WARRANTY

Unless otherwise specified, all models classified as budget or 24/7 or heavy-duty are covered under a 7-year limited warranty on all structural components as defined below.

#### WARRANTY TERMS

Within a given model's applicable warranty period, all structural components, including gas cylinders, wood, metal and plastic parts (i.e., chair frames, bases and control handles) are guaranteed against structural failure when under normal commercial use. All OM seating comes with a default 250 lbs. weight capacity limit unless otherwise specified by OM.

For all models, consumable items (i.e., casters, glides, etc.) are covered by a 5-year normal commercial use warranty.

#### FABRICS & FOAM

OM in-stock upholstery & foam cushions are covered by a 5-year normal commercial use warranty. Normal wear and tear on fabrics such as wrinkling, dirt accumulation or gathering is not covered. Natural, minor variations may exist in color, surface, grain or texture of upholstery materials. As a result, any such variations are not warranted. COM/ COL and graded-in fabrics are not covered.

#### CLAIMS PROCEDURE

Should any item fail, contact the Dealer from whom it was purchased. If it is determined that a return is necessary, return that item and its product proof of purchase to the Dealer, whereupon that Dealer will send both to OM, freight prepaid. OM will repair or replace the defective part at its sole discretion and return it to the Dealer, freight prepaid.

#### RETURNS

Written authorization from OM is required prior to a Dealer returning any failed or defective parts to OM. Any returned defective part(s) will NOT be accepted without this prior written authorization, or a “Returned Materials Authorization” (RMA) # assigned to it.

#### WARRANTY LABOR

This warranty exclusively covers the repair or replacement of OM parts and does NOT cover any portion of labor or service.

august 2015

How to  
care for  
your  
chair

Adjust  
your chair to  
take care of  
you

# what you need to know.

Adjustment Information Online:  
[omsmartseating.com/adjust](http://omsmartseating.com/adjust)



[www.omsmartseating.com](http://www.omsmartseating.com)

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fax 909 392 4567



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