

WARRANTY & CUSTOMER SERVICE

PURCHASE ORDERS

Be sure to include:

1. Quantity
2. SKU Number
3. Description
4. Pattern name and color choice
5. Color guide as needed for items
6. Price for each item

Fōmcore accepts orders via:

- Email: sales@fomcore.com
- Contact your regional director

Modification of orders must be submitted to Fōmcore in writing within 48 hours of initial sales order acknowledgment. In some cases, a change order fee may be charged if work is in progress or custom products are involved.

TERMS

Invoice terms for credit accounts are Net 30 days. Orders are invoiced on day of shipment. New customers and international customers are cash in advance.

SHIPPING - LEAD TIMES

All furniture is made to order. Shipping date is confirmed upon receipt of order. Every attempt will be made to meet that shipping date, however, it is subject to change without prior notification. Fōmcore reserves the right to discontinue products and change product specifications and prices. Fōmcore delivers to all 48 contiguous states. All orders delivering to other states and international locations are FOB Muskegon, MI 49442 and/or Pueblo, CO 81004.

WARRANTY

Fōmcore stands behind the products we manufacture. Products manufactured by Fōmcore are warranted to the original purchaser against defects in materials and workmanship under normal use for the applicable warranty period shown in the table below. Products and components identified as “limited lifetime” are covered for the useful life of the product while they remain owned by the original purchaser.

Warranty coverage begins on the date of shipment from Fōmcore unless otherwise stated and is nontransferable. Products must be properly cared for, maintained, stored, and used as intended.

Unless specifically designated by Fōmcore for outdoor use, products are warranted only for indoor, climate-controlled environments. Products approved for outdoor use are covered for the applicable warranty period shown in the table below and are subject to the outdoor-use conditions stated in the complete warranty.

Damage or defects caused by transit, negligence, abuse, misuse, accidents, alterations, or improper care are not covered. Conditions resulting from the normal aging and wear of textiles, filling materials, and finishes are excluded. Upholstery and textile materials are subject to the original textile manufacturer’s warranty, if any.

If a product or component is found to have a covered defect, Fōmcore will, at its option, repair or replace the affected product or component or issue a credit, subject to the terms of the complete warranty.

COVERED PRODUCT OR COMPONENT	WARRANTY PERIOD
Fōmcore-manufactured structural components, including solid-foam cores, fixed height legs, bases, and structural panels and frames	Limited lifetime
Standard high pressure laminate and edgebanded surfaces (non-writable)	Twelve (12) years
Casters, glides, and levelers (manufacturing defects only; normal wear excluded)	Twelve (12) years
Height-adjustable legs and mechanisms (mechanical components)	Seven (7) years
Oolay Block™ and its included linking handle	Five (5) years
Fōmcore-manufactured Landing Stool and Landing Pad	Five (5) years
PET panels and screens	Five (5) years
Power and electrical components, including integrated power units, cords, receptacles, control boxes, and Power Tower electrical assemblies	Three (3) years
Dry-erase and writable laminate surfaces	Three (3) years
Products expressly designated for outdoor use, including the Weather Resistant Series	Three (3) years