



**For over two decades, TMC has manufactured products to the highest quality standards using our passion for design, engineering, craftsmanship, and sustainability. We build-to-last in the most demanding institutional environments. Our family-owned company has grown on a foundation of service and long-lasting relationships with customers repeatedly ordering from us and telling friends about TMC's quality. If you are ever dissatisfied with a TMC product for any reason, please contact us—we want to make things right for you.**

**— Sherri & Blake Ratcliffe, Owners, The Makers Creative**

### **Limited Warranty**

TMC warrants its products to be free from defects in material and workmanship under normal use for ten (10) years from the date they ship from our factory. During the warranty period, TMC will, at its discretion, repair or replace defective products.

This warranty covers defects in workmanship that result in: veneer lifting or peeling, glue joint failure, wood joints pulling apart, lifting of plastic laminate, linoleum, or other surface materials from substrates.

TMC underwrites the original manufacturer's guarantee against scratching, chipping, and material defects for surface materials but does not cover normal wear and tear or aesthetic changes such as finish mellowing or wood grain variations due to natural aging.

This warranty applies only to products used under conditions for which they are designed. Normal use is defined as single-shift service (eight hours per day, five days per week). Extended use (e.g., multiple shifts or 24-hour facilities) reduces the warranty period to five years.

The following are excluded from coverage:

- Damage resulting from accidents, shipping, alterations, negligence, misuse, abuse, failure to follow care instructions, ordinary wear/tear, or Acts of God.
- Products manufactured to customer specifications or using non-standard materials selected by the customer.
- Textiles and fabrics; these are covered under their respective manufacturer warranties.

To make a claim under this warranty: Report defects immediately to TMC's Customer Service Department, and obtain written authorization for any returns, repairs, or replacements. Merchandise authorized for return must be removed from service and shipped at the customer's expense. Installation costs are also the responsibility of the customer.

This warranty is non-transferable and does not cover incidental or consequential damages. TMC makes no other warranties—expressed or implied—including fitness for a particular purpose.

Our relationship with you and your satisfaction with our products are our top priorities. We expect our products to outlast their warranty period and we will continue to assist with maintenance, repair, and replacement as needed—even for items out of warranty.