
Product Warranties

Our Warranty Promise

At AMQ, we design products to last—and we stand behind that promise. Every product is backed by a warranty ranging from 3 to 12 years, covering materials and workmanship under normal use. You can view specific coverage details for each product on our [Warranty Sheet](#).

How to Submit a Claim

To ensure fast and accurate processing, all warranty claims must be submitted through Dealer Tools or through your local dealer.

For AMQ dealers please

1. Log in to Dealer Tools.
2. Navigate to the Punch & Warranty Claim Form.
3. Complete the form with:
 - Original PO or AMQ acknowledgement + line number(s)
 - Quantity
 - Brief description of the issue
 - Supporting photos
 - Ship-to address for replacements
 - Contact name and phone number

Once submitted, our team will get to work fixing the issue for you. We'll keep you in the loop and let you know how we will make things right.

Labor Reimbursement

Some products qualify for labor reimbursement, as noted in the [Warranty sheet](#). Here's what to know:

- A quote must be submitted and approved before reimbursement is issued.
 - AMQ may reimburse all or part of labor charges.
 - Approved reimbursements are issued as a credit to your account for future orders.
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Coverage Terms

Our warranty applies to defects in materials and workmanship under normal use. It does not cover misuse, unauthorized modifications, cosmetic wear, or damage from improper care.

Product Warranties

Product

Warranty

Intro Worktools	3 years
West Elm Work Linear Wood LED Task Light	5 year Limited Warranty
West Elm Work Nimbus	
West Elm Work Occasional Tables	
West Elm Work Slope	
3F	10 years ¹
Amobi*	
Seating*	
Activ Pro 2.0*	
Cluvo*	
Kinex*	
Iline	
Accessories	
Storage	
Concur	
Embank	
Tektis	
West Elm Work Greenpoint	
West Elm Work Lucas	
West Elm Work Brighton	
West Elm Work Mesa	
West Elm Work Sterling	
Uptake ²	

Product Warranties:

We stand behind our products with warranties ranging from 3-12 years. View warranty for each product in Dealer Tools.

Reporting Process:

- Original PO + line number(s) or original AMQ acknowledgement + line number(s)
- Qty
- Brief description of issue
- Supporting photos of issue
- Ship to address for replacements
- Contact name + number

Labor Reimbursement:

Some products qualify for labor reimbursement, noted on our Warranty sheet. Please note:

- A quote must be submitted and approved before reimbursement is given.
- AMQ may reimburse all or partial labor charges.
- We do not provide reimbursement for travel time, mileage, or per diem.
- After labor is complete, submit a final invoice for the preapproved labor. We will then issue a credit to your account, which may be applied to future orders.

¹Amobi whiteboards have a 3 year warranty.

²Uptake Digital Locks have a 2 year warranty.

For all made-to-order, punch, and damaged product claims please contact Customer Care at cc@amqsolutions.com

All labor reimbursement must be approved by Customer Care at cc@amqsolutions.com

For warranty support, please contact us at warranty@amqsolutions.com or call (877) 801-0370.

Agile.
Modern.
Quick.



10 Year Warranty

Terms in effect for orders placed as of September 16, 2019

10 years, including parts and approved labor:				10 years, parts only:	
- Activ	- Jaku	- FL-X	- Personality	- Iline	- S-Series
- Amobi*	- Siya	- Tizu Work	Plus	- Concur	- Eco Power Box
- Cluvo	- Zilo	- Tizu		- Revi	- Boost Power Box
- Kinex	- Bodi	- Bixby			

AMQ warrants that its products are free from defects in materials and workmanship for the life of the product, except as set forth below. This warranty applies to AMQ Products delivered in North America: United States, Canada and Mexico. The warranty is valid from the date of delivery to the original End User and is non-transferable. AMQ will repair or replace with comparable product, at its option according to the reimbursement information below any product, part or component which fails under normal use. End User means the final purchaser acquiring a product from AMQ or an AMQ Authorized Reseller for the purchaser's own use and not for resale or distribution.

This warranty is based on normal installation and use of the product in an 8-hour shift.

This warranty does not apply to:

- Damage in shipment caused by a carrier
 - Defects caused by improper installation
 - Products subject to improper use and conditions
 - Customer modifications to the product
 - Any product that has been modified, altered, tampered with or repaired by any person other than an authorized representative of AMQ Solutions
 - Normal wear and tear (professional use 8 hours per day, 40 hours/week)
 - Labor charges and/or damage incurred in the installation, repair, or replacement of any products are excluded. AMQ Solutions will replace the product if the claim is approved.
- *Amobi whiteboards have a 3 year warranty.

AMQ Solutions obligation under this warranty is limited to replacing any product or part that it determines to be defective after inspection by its authorized representative, following receipt of written notice of the defect from the purchaser within the warranty period. This warranty shall apply to the original purchaser only, is non-transferable, and is not applicable outside the United States, Canada, and Mexico.

Freight Claims

Freight Claims must be filed within 10 calendar days from the date of delivery. Pictures of damaged goods and the original cartons are required and must accompany the claim.

Product Design

The right is reserved by AMQ Solutions to make changes in design and material, as well as discontinuance of parts and units when such action is deemed to be an improvement in design, function and/or construction.

AMQ warrants that their products are free from defects in materials and workmanship for the life of the product, except as set forth below. This warranty applies to AMQ products delivered in Americas: United States, Canada and Mexico. The warranty is valid from the date of delivery, regardless of shift usage and is non-transferable. AMQ will repair or replace with comparable product, at its option and free of charge (for materials and components) any product, part or component which fails under normal use. If repair or replacement is not commercially practicable, AMQ will provide a refund or credit for the affected product.



Limited Life Time Warranty

Limited Lifetime Warranty Covers the below products:

- Embank
- Tektis
- West Elm Work Brighton (all styles)
- Worktools
- West Elm Work Greenpoint (all styles)
- West Elm Work Mesa (all styles)
- West Elm Work Sterling
- West Elm Work Lucas
- Uptake*

EXCEPTIONS TO THE LIFETIME COVERAGE

Systems, Storage, Desks and Tables (12 years)

Height adjustable mechanisms and electronics, drawer slides, casters and adjustable brackets.

Seating (12 years)

Lounge power modules, wood frame side chairs, bent-ply or steel frames. Arm caps, foam and glides.

Surfaces (12 years)

- Laminate, solid surfaces and all standard textiles

Worktools

- 12 Years - cable management
- 3 Years - LED Intro light fixture and electrical desktop

Warranty does not apply to product defects, damage, failure or loss resulting from:

- Normal wear and tear.
- Failure to apply, install, assemble, handle, reconfigure, or maintain products according to published instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions).
- Alteration or modification of the product.
- The substitution of any unauthorized non-AMQ | west elm components for use in the place of AMQ | west elm components in an integrated product solution.
- Extreme environmental conditions or improper storage.

Warranty does not cover:

- Any West Elm retail product.
- Variations occurring in surface materials (e.g., colorfastness, matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood and leather.
- Veneer, wood or marble intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.

*Uptake Digital Locks have a 2 year warranty.



5-year Limited Warranty West Elm Work Collection

West Elm Work Collection Licensed Product Warranty covers the below products:

- West Elm Work Slope (licensed style numbers)
- West Elm Work Nimbus (all styles)
- West Elm Work Lily Pad Tables (all styles)
- West Elm Work Stump Side Table
- West Elm Work Maisie Side Table
- West Elm Work Linear C Table
- West Elm Work Mesa Coffee Table
- West Elm Work Nolan Side Table
- West Elm Work Linear Wood LED Task Light

West Elm warrants that West Elm Work Collection Licensed products are free from defects in materials and workmanship for a period of five (5) years. This warranty is valid from the date of delivery to the original End User and is non-transferable. West Elm will repair or replace with comparable product, at its option and free of charge (for materials and components) any product, part or component which fails under normal use. If repair or replacement is not commercially practicable, West Elm will provide a refund or credit for the affected product. End User means the final purchaser acquiring a West Elm Work Collection product from an AMQ | West Elm Authorized Dealer for the purchaser's own use and not for resale, remarketing or distribution.

Limited warranty for upholstery:

Fabrics and leathers are not guaranteed against wear, fading, or shrinking. Fabrics and leathers are warranted for one (1) year against defective material and workmanship under normal use.

Warranty does not apply to product defects, damage, failure or loss resulting from:

- Normal wear and tear.
- Failure to apply, install, assemble, handle, reconfigure, or maintain products according to published instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions).
- Alteration or modification of the product.
- The substitution of any unauthorized non-AMQ | West Elm components for use in the place of AMQ | West Elm components in an integrated product solution.
- Extreme environmental conditions or improper storage.

WARRANTY DOES NOT COVER:

- Any West Elm retail product.
- Variations occurring in surface materials (e.g., colorfastness, matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood and leather.
- Veneer, wood or marble intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.

