

About ECD and Warranty

Our Commitment

ECD is committed to building a product by applying the latest available technology and methods of production. ECD's Ergonomic Office Seating provides you with a healthy choice to give you the correct ergonomic solution to the needs of your high-tech working environment without sacrificing styling or design. We are also committed to professional, top-quality customer service and responsiveness to your needs, so that we may guarantee your full customer satisfaction.

Our Goal

ECD's goal is to become a leader in our industry by providing a product designed for a healthier working environment.

Our Responsiveness

ECD will strive to build product considering the users needs and evaluation of the product. We then determine ways to implement those desired improvements. We request your help by suggesting any products or features you consider important to your particular need.

Our Warranty

Ergonomic Comfort Design makes every effort to improve the manufacturing process of its product by implementing the latest technology and method of production available with the highest standard of quality. We also take pride and pay special attention to inspect the quality of each individual unit before it is approved for shipment. In the unlikely event a product should fail, and service is deemed necessary under the warranty, Ergonomic Comfort Design warrants its product to the original retail dealer as follows:

Use Warranty

- 12-year warranty for pneumatic cylinders, all frame parts, ratchets, bases, casters, controls, arm mechanisms, arm pads, foam, and adjustable lumbar option.
- 3 year warranty on upholstery materials such as fabric, vinyl, and leathers, under normal commercial use (COM/COL fabrics/leathers not covered).
- The above warranty covers 24/7 use for all task, executive and conference seating.

Extra Large Chairs

- 1 year warranty for all components

All above warranty coverage is for parts and includes pre-approved labor reimbursement for the first 3 years. Labor is paid in the form of an account credit to the servicing dealer. The warranty for petite, standard, tall and large scale seating is limited to occupants weighing less than 350 pounds. Extra large seating is limited to occupants weighing less than 450 pounds.

Normal wear and tear of damages from neglect, accidental or intentional are not covered under this warranty. To place a clear understanding of the warranty, contact the dealer from whom the product was purchased with proof of date of purchase. Repair or replacement of different part(s) will be made through the dealer. The cost of packaging and shipping of chair parts to and from the dealer or factory is not covered through warranty.