

Warranty Request Form

Please use this link and click on the Warranty Claim Form to submit all warranty claims.

Process if Product has been used

STEP 1:

Take a picture of the label underneath the chair.
Example- See Right

STEP 2:

Take a picture of the damage.
Example- See Right

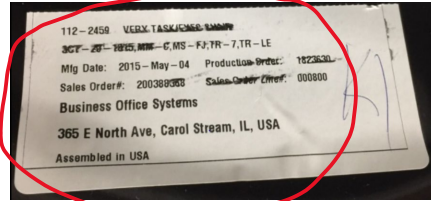
NOTE: Even If the Damage is Not Visible (A Squeak, Chair Tilts Forward, Chair Falls Down By Itself) Still A Picture of the Chair is required.

STEP 3:

Use the Warranty Request Form Link at the top of this page to submit a Warranty Claim Form. You can also visit <http://www.bos.com/vip/schneider/> and click on the Warranty Claim Form or email schneiderelectric@bos.com

All Warranty Claims require the following information - Claims cannot be processed without this information

- Images Pictures of Damage
- Description of issue or what is wrong, we need this statement from you. Even if the damaged is clear from the photos. We need a statement in your writing.
- Your Contact Information: Name, Phone Number, Email, Site Address
- Indicate if your facility is capable of repairing the damage or if a Certified Installer is preferred to make the repair.



STEP 4:

After receipt of all of the information required, BOS will then be able to make determination if repair is covered under warranty at no cost to Schneider Electric. Please allow 5 business days to process all Warranty Claims. BOS has a dedicated team that works directly with each manufacturer to ensure all items at processed correctly and anything that can be covered under warranty is covered. If there is a charge for the repair, BOS will notify the requestor at Schenider Electric prior to creating a proposal with the charge.

STEP 5:

Please allow 3 to 4 weeks production time for parts. BOS will notify Schneider requestor when product is scheduled to ship, when received at site or installation warehouse, will coordinate repair date if installer needed, and will follow up after repair to confirm completion.

All Orders – Warranty Process

You can refuse delivery if the box is severely damaged or contents is clearly broken

Process if Product arrived damaged in shipment

STEP 1:

Take a picture of the label of the box
Example- See Right



STEP 2:

Take a picture of the damage.
Example- See Right



NOTE: State if the outside of the box is damaged.
If so, please take a picture of the damaged box.
Example- See Right

STEP 3:

Email schneiderelectric@bos.com immediately with the information there is a small window for these types of claims for damaged during shipment.



All Damage Claims require the following information - Claims cannot be processed without this information

- Images Pictures of Damage
- Description of issue or what is wrong, we need this statement from you. Even if the damaged is clear from the photos. We need a statement in your writing.
- Your Contact Information: Name, Phone Number, Email, Site Address
- Indicate if your facility is capable of repairing the damage or if a Certified Installer is preferred to make the repair.

STEP 4:

Please allow 3 to 4 weeks production time for parts. BOS will notify Schneider requestor when product is scheduled to ship, when received at site or installation warehouse, will coordinate repair date if installer needed, and will follow up after repair to confirm completion.

Schneider Electric and BOS are proud to build on over 25 years of partnership with this new tool that we both find useful and effective for your new furniture purchase. From the entire BOS and Schneider Team at BOS we thank you for your continued commitment to excellence, quality, and accuracy in all that you do.

You BOS Team is dedicated and here to serve you long after the project is complete. If there is anything furniture related you need please contact us at schneiderelectric@bos.com

