

# Evaluating seating vendors

When evaluating seating solution vendors, be sure to get answers to the following questions on warranty, parts replacement, shipping, training and more.

**Q** Are you able to accommodate the demand for large scale projects?

## ergoCentric

Yes. We are able to make thousands of different chairs with our always-in-stock inventory of modular components and we even modify specific components as required.

## Other Seating Vendors

**Q** Are you able to provide seating for 100% of my workforce?

## ergoCentric

Yes. Our chairs are comprised of a range of components, configurable for all body types, work environments and health conditions. Depending on the situation, in most instances all your employees can be sitting on the same series of chairs with minor component changes made.

## Other Seating Vendors

**Q** How long does it take for my order to ship?

## ergoCentric

Because we always have thousands of components in-stock, ergoCentric is able to quickly and cost effectively assemble and ship seating anywhere in North America within 10 business days.

## Other Seating Vendors

## Q Is training on proper usage available? What is the cost?

### ergoCentric

Every ergoCentric task chair has a corresponding usage video available online. The URL for the video is located on the icon plate on the chair's mechanism. Our patented geometrically shaped adjustment paddles differentiate the chairs' adjustment controls to help users instantly recognize an adjustment option by simply feeling the paddle's shape.

Additionally and at no cost, our seating specialists are available to come in and train your employees on how to adjust their chairs, to ensure they are experiencing the best possible fit.

### Other Seating Vendors

## Q If one part breaks, can it be replaced?

### ergoCentric

Our chairs are made from a range of modular components, which means that if one part needs to be replaced, the minor repair can be made and you get to keep the chair.

### Other Seating Vendors

## Q Is the parts' cost included under warranty?

### ergoCentric

There is no cost for replacement parts if the chair is still in the 10-year warranty period.

### Other Seating Vendors

**Q** Is the labour cost included in the manufacturers' warranty?

**ergoCentric**

ergoCentric's warranty covers labour costs.

Other Seating Vendors

**Q** How long does it take for the chair to be repaired?  
Does it have to be sent back to the manufacturer?

**ergoCentric**

If any part of your chair needs to be replaced, we'll send out the right part in 24-hours, allowing your local dealer to make the repair quickly and in one visit, to avoid disrupting employee workflow for any length of time. In most instances, it does not have to be sent back to the manufacturer.

Other Seating Vendors

**Q** Is there an administration cost for repair and maintenance?

**ergoCentric**

All customer support services are available to the customer for as long as ergoCentric's chairs are in use at their locations. This support is available during and after warranty at no charge to the customer.

Other Seating Vendors

**Q** What is the cost of making changes to chairs to accommodate changes in employees and employee needs?

**ergoCentric**

ergoCentric's modular seating system allows you to accommodate for changes in employees or employee needs by changing specific chair components at a fraction of the cost of replacing an entire chair.

Other Seating Vendors

**Q** Do your products come with serial numbers?

**ergoCentric**

Yes. Every chair we manufacturer receives a serial number, capturing the unique details of the chair. This makes a future purchase of the same product very simple. Capturing full product details also makes warranty work quick and easy as a sales person or dealer does not have to make a site visit.

Other Seating Vendors

**Q** Is there a cost for fitting employees with special seating requirements with customized chairs?

**ergoCentric**

There is no additional cost for this service. ergoCentric’s Sales Representatives are trained to understand the needs and are able to offer solutions for special needs employees.

Other Seating Vendors

**Q** What productivity increases can be anticipated?

**ergoCentric**

Workplace research from the Institute for Work & Health has shown that providing office workers with highly adjustable chairs and ergonomic training can decrease soft-tissue injury and have a significant impact on productivity.

Other Seating Vendors

**Q** Will lost time claims be reduced?

**ergoCentric**

Properly fitted task seating and ergonomic education on proper usage helps alleviate the possibility of employees developing repetitive strain disorders and other ergonomic injuries.

Other Seating Vendors