

# Warranty

This product has been manufactured and tested to the highest quality standards by FlexiSpot. This Limited Warranty offered by FlexiSpot covers defects in material or workmanship in new FlexiSpot products. This warranty extends to the original purchaser only and is non-transferable. Only consumers purchasing FlexiSpot products from authorized FlexiSpot retailers or resellers may obtain coverage under our limited warranties.

## What is Covered?

FlexiSpot warrants this product against defects in material or workmanship as follows:

FlexiSpot will replace at no charge to the consumer the defective parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If FlexiSpot is unable to provide a replacement and repair is not practical or cannot be made in a timely fashion, FlexiSpot may elect to refund the purchase price in exchange for the return of the product.

## How Long Does the Coverage Last?

-FlexiSpot Height Adjustable Desk Frames

All height – adjustable desks purchased on or after October 1, 2016 come standard with a **5-year** warranty includes the frame, controller, switch and a **3-year** warranty includes the motor, electronics and mechanisms.

In the rare event that something does go wrong with any part of your desk frame, just let us know! We will take care of the problem with replacement items shipped at no cost to you within the lower United States. The included shipping method is FedEx Ground but expedited shipping is available at your expense. Shipping outside the lower United States will incur an additional charge.

-FlexiSpot Sit-Stand Desktop Workstations

All standing desks purchased on or after October 5, 2016 come standard with a **5-year** warranty includes the frame, medium-fiber desktop and mechanisms.

-Accessories

All monitor mounts purchased on or after October 5, 2016 come standard with a **3-year** warranty includes the arms, gas spring system and mechanisms.

## **What Our Warranty Does Not Cover?**

Our warranties do not cover any problem that is caused by:

1. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
2. Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.
3. Accessories, connected materials and products, or related products not manufactured by FlexiSpot.

Our limited warranties are void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover).

## **How to File a Claim?**

FlexiSpot will not provide any warranty coverage unless claims are made in compliance with all terms of the controlling warranty statement included with your product and you follow proper return procedure. To request warranty service, you will need to contact customer service via email at [contact@flexispot.com](mailto:contact@flexispot.com) or toll free at 855-421-2808. You will have to provide the sales receipt or other evidence of the date and place of purchase.

**REPAIR OR REPLACEMENT (OR, IN LIMITED CIRCUMSTANCES, REFUND OF THE PURCHASE PRICE) AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. FlexiSpot NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT.**

**FlexiSpot SHALL NOT BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY (INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY).**

## **How Does State Law Apply?**

The laws of the State of California USA, govern our warranties. It gives you specific legal rights, and you may also have other rights that vary from state to state. Our warranties do not affect any

additional rights consumers have under laws in their jurisdictions governing the sale of consumer goods. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in our warranty statements may not apply. You may be required by law to give us a reasonable opportunity to correct or cure any failure to comply before you can bring any action in

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.