

# PRODUCT WARRANTY

Effective August 1, 2020

<b>PRODUCT</b>	<b>FRAME/ UNDER STRUCTUR E</b>	<b>UPHOLSTER Y &amp; PADDING</b>	<b>ELECTRICA L HYDROLOGICS &amp; ACTUATOR S</b>	<b>LABOR</b>
MASTERS' COLLECTION	LIFETIME Limited*	5 years	3 years	2 year
SIGNATURE COLLECTION: Powered Tables, Loungers, Clinician™ Manual	5 years	5 years	3 years	1 year
PROCEDURE CHAIRS	3 years	3 years	3 years	2 year
SIGNATURE COLLECTION: Seychelle	3 years	3 years	n/a	not included
<b>MASSAGE PRODUCT</b>	<b>FRAME/ UNDER STRUCTUR E</b>	<b>UPHOLSTER Y &amp; PADDING</b>	<b>ELECTRICA L HYDROLOGICS &amp; ACTUATOR S</b>	<b>LABOR</b>
Advanta™, Alliance™, Aurora™, BOSS™, Equinox, Inception, Nova™, One, Portable Taping Table, Somatic Table, Symphony, Synergy, Wellspring™, Desktop Portal, PortalPro®	5 years	5 years	n/a	not included
PortalLight, Mattes Chair	2 years	2 years	n/a	not included
Accessories, Trolleys, and Stools	1 year	1 year	n/a	not included

*The above warranties apply to all countries in absence of a country's documented import law which may modify the period.*

## REFURBISHED EQUIPMENT

Refurbished equipment is non-returnable and non-refundable. Products sold as "Refurbished Equipment" are guaranteed to be in like new condition and in good working order except where specifically noted. All powered tables and chairs have a 2 Year Parts, 1 Year Labor Limited warranty against manufacturing defects & workmanship. All other products have a 1 Year Parts, no labor Limited Warranty against manufacturing defects and workmanship. Any defects specifically noted are not covered under the Warranty.

Refurbished replacement parts carry a 90 day warranty.

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## OAKWORKS<sup>®</sup> SOLUTIONS WARRANTY DETAILS

### **MASTER COLLECTION: A LIFETIME Limited Warranty**

- Offered to the original owner.
- Internal table frames are guaranteed against defects in material and workmanship for as long as the original purchaser owns the table, or five years after the model is discontinued\*
- Foam and upholstery covering are warranted for five years.
- Electrical, Hydraulics, and actuators are warranted for three years.
- Labor on the Electrical Hydraulics and Actuators is for 2 years.
- Unless noted, warranty is limited to factory provided parts only. Replacement parts include a 90 day warranty.

### **SIGNATURE COLLECTION: Limited Warranty**

- Offered to the original owner.
- Table frames are guaranteed against defects in material and workmanship for five years.
- Foam and upholstery covering are warranted for five years.
- Electrical, Hydraulics, and actuators are warranted for three years.
- Labor on the Electrical Hydraulics and Actuators is for 1 year.
- Unless noted, warranty is limited to factory provided parts only. Replacement parts include a 90 day warranty.

### **MASSAGE PRODUCTS: Limited Warranty**

- Offered to the original owner.
- As shown in the chart.
- Unless noted, warranty is limited to factory provided parts only. Replacement parts include a 90 day warranty.

### **SERVICE:**

- Oakworks may repair or replace defective components at our discretion.
- Stationary Tables warranty service is offered on-site, where available. For Massage Product warranty replacements, the customer is responsible for shipping cost to the Factory and Oakworks will return the product standard shipping pre-paid to customer in the U.S. For Massage Product International Customers, the customer is responsible for International duty and taxes and inbound and outbound freight.

### **WARRANTY INVALIDATION:**

- Normal wear and tear, and costs associated with maintenance procedures, and damage caused by improper set-up, accident, misuse, improper maintenance, harsh operating environments or neglect (which includes tears in the upholstery and damage caused by harsh chemical-based cleaners) are not covered under this warranty. This includes failure to follow the preventative maintenance schedule on equipment and instructions for upholstery care. And any non-factory modifications and unauthorized repairs will also invalidate the warranty and immediately terminate all liability by Oakworks for the product or damages caused by its use.

### **WARRANTY DISCLAIMER:**

- The warranty set forth herein is the sole and exclusive warranty provided by Oakworks Solutions. There are no other warranties, representations or guarantees provided by Oakworks either expressed or implied, including warranties of merchantability and fitness for a particular purpose. Warranty is valid with proof of purchase.

### **EXCLUSIVE REMEDY-CONSEQUENTIAL DAMAGES DISCLAIMER:**

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- In no event shall Oakworks be liable for any special, direct, indirect, incidental, exemplary, punitive or consequential damages or costs. Delays including, but not limited to, damages for loss of profits or income, loss of use, downtime, and employee or independent contractor wages, payments, and benefits are not covered under the terms of this warranty.

## ORDER MANAGEMENT POLICIES:

### ORDER CANCELLATION POLICY

- **Order Cancellation (Signature Collection Spa & All Massage Products)**
  - The customer may cancel an order within 24 hours from transmittal of the order confirmation without penalty, provided it is not already in production. Once in production, any cancellation will be assessed a 20% cancellation fee.
- **Master's Collection Order Cancellation**
  - Prior to receipt of customer approved order confirmation, customer may cancel product/order without penalty.
  - Once signed order confirmation approval has been received by Oakworks and product is in production, the order/product **may not** be cancelled, and the Customer will be charged 100% of the order/product price.

### SHIPMENT POLICY

- Shipping terms are CIP Destination. All products shipped from Oakworks become the property of the buyer upon delivery. All claims are the responsibility of Oakworks to file with the carrier with the exception of 3<sup>rd</sup> Party shipments. Any and all damages and shortages must be reported to Oakworks within 24 hours of receipt of the shipment, and all damages should be noted on the bill of lading.
- The customer is responsible for all shipping expenses associated with a customer refused delivery including, but not limited to, storage, rescheduling and other associated miscellaneous charges, with the exception of damages incurred during shipping. These additional charges will be directly invoiced to the customer.

### STORAGE & DELAYED PICKUP/SHIPMENT POLICY

Once an order is ready to ship, whether it is by the Estimated Ship date, or later, or by a Customer Requested ship date, any delay by the customer of more than 5 business days will incur Storage fees.

- Courtesy Storage is extended during the first five business days of storage, after the ship ready date.
- Following five business days, a Storage Fee of \$50 per table, per partial/full week will apply.
- This fee will be billed to your account on the 1<sup>st</sup> of the month following storage.
- Accumulated Storage Fees are the responsibility of the party placing the order with Oakworks and must be paid in full to allow the release of the shipment.

### RETURN POLICY

- Our goal is your complete satisfaction with our products. All products we manufacture are built to order.
- Master's Collection are custom-made products and may not be returned for non-warranty reasons.
- Linens, Sheets, Table Warmers, Pillows, Table-Stool -Pillow-Face Rest Covers and Table Fleece are non-returnable.
- Non-warranty product returns must have prior approval from Oakworks and an RGA number.
- All requests for non-warranty returns must be submitted to Customer Service within 15 days after original ship date from Oakworks. Returns must be received by Oakworks within 15 days from the issue date of the RGA number.

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*Effective August 1, 2020*

- Effective 8/1/2020 we will no longer accept returns of Accessories. Requests for credit on Accessories made within the allotted timeframe will be issued less a 25% restocking fee.
- All non-warranty returns will be assessed a 25% restocking fee. Product must be returned in original packaging, in new condition. The customer is responsible for all shipping charges, and the correct re-packing of products when returned to ensure damage does not occur during shipment.