

# PRODUCT WARRANTY

Effective January 1, 2021

PRODUCT	FRAME/ UNDER STRUCTURE	UPHOLSTERY & PADDING	ELECTRIC & HYDRAULIC COMPONENTS	LABOR
MASTERS' COLLECTION	5 years	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
Seychelle	3 years	3 years	n/a	not included
Portable, folding tables and massage chairs	5 years	5 years	n/a	not included
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 two (2) Year Parts / one (1) Year Labor Limited warranty against manufacturing defects & workmanship. All other products have a one (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 ninety (90) day warranty.

## WARRANTY DETAILS

### TERMS:

- Offered to the original owner.
- Refer to chart for coverage on a particular product
- Unless noted, warranty is limited to factory provided parts only
- Replacement parts include a ninety (90) day warranty.

### SERVICE:

- Oakworks may repair or replace defective components at our discretion.
- All powered and stationary table warranty service is offered on-site, where available.
- Customer is responsible for returning the defective warranted part to Oakworks; failure to return defective part may result in customer being responsible for the cost of the defective part.

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## **WARRANTY INVALIDATION:**

- Normal wear and tear, 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. Failure to follow the preventative maintenance schedule on equipment and instructions for upholstery care will void the warranty. Any unauthorized repairs or modifications will void 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. 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:**

- In no event shall Oakworks be liable for any special, direct, indirect, incidental, exemplary, punitive or consequential damages or costs. Oakworks will not be held liable for any damages for loss of profits or income, loss of use, downtime, and employee or independent contractor wages, payments, and/or benefits.

## ORDER MANAGEMENT POLICIES

### ORDER CANCELLATION POLICY

- **Spa Signature Collection & All Massage Products Order Cancellation**
  - The customer may cancel an order within twenty-four (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 twenty percent (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 one hundred percent (100%) of the order/product price.

### SHIPMENT POLICY

- **LTL/Freight Shipments**
  - Shipping terms are CIP Destination. All products shipped CIP Destination from Oakworks are the property of Oakworks and become the property of the buyer upon delivery. All claims are the responsibility of Oakworks to file with the carrier, with the exception of Third (3<sup>rd</sup>) Party shipments. Any and all damages and shortages must be reported to Oakworks within twenty-four (24) hours of receipt of the shipment, and all damages should be noted on the bill of lading. Failure to report damages or shortages in a timely manner will release Oakworks of any responsibility to repair or replace products.
  - 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. These additional charges will be directly invoiced to the customer.
  - Freight charges are the responsibility of the customer. Terms are Prepay and Add to invoice unless customer wishes to use their own Third (3<sup>rd</sup>) Party carrier.
- **FedEx / UPS Shipments**
  - Any and all damages and shortages must be reported to Oakworks within twenty-four (24) hours of receipt of the shipment.
  - Any missing shipment, mis-delivered shipment, or any other claim must be reported to Oakworks within five (5) business days after the date of scheduled delivery.

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## **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 five (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 Fifty Dollars (\$50) per table, per partial/full week will apply.
- 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.
- ALL product returns must have prior approval from Oakworks and a Return Authorization (RGA) number.
- Master's Collection products are custom-made products and may not be returned for non-warranty reasons.
- The following accessories are non-returnable due to hygiene concerns: all items that have upholstery, fabric, Linens, Sheets, Table Warmers and Table Fleece.
- All requests for non-warranty returns must be submitted to Customer Service within fifteen (15) days after original ship date from Oakworks. Returns must be received by Oakworks within fifteen (15) days from the issue date of the RGA number.
- Non-upholstered accessories may be returned in new condition and in the original packaging. All non-warranty returns will be assessed a twenty-five percent (25%) restocking fee. Product must be returned in original packaging and arrive at Oakworks 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.

## **CONTACT INFORMATION**

OAKWORKS, INC.

923 East Wellspring Road

New Freedom, PA 17349

Contact Customer Service: 1-800-558-8850, option #3 or [CustomerService@Oakworks.com](mailto:CustomerService@Oakworks.com)