



# PRODUCT WARRANTY

Effective July 1, 2015

See reverse for warranty details, shipment policy, and return policy.

**OAKWORKS** Spa

PRODUCT	FRAME / UNDERSTRUCTURE UPHOLSTERY / PADDING	ELECTRICAL AND MOVING PARTS	LABOR
Powered Tables, Loungers, Clinician™ Manual	5 years	3 years	1 year
Procedure Chairs	3 years	3 years	2 year
Seychelle	3 years	n/a	not included
Advanta™, Alliance™, Aurora™, BOSS™, Equinox, Inception, Nova™, One, Portable Taping Table, Symphony, Synergy, Wellspring™, Desktop Portal, PortalPro®	5 years	n/a	not included
PortalLight, Mattes Chair	2 years	n/a	not included
Accessories, Trolleys, and Stools	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

Products sold as "Refurbished Equipment" are guaranteed to be in like new condition and in good working order except where specifically noted. They may be returned product, new product from canceled orders, show room models or manufacturing overruns. 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 equipment is non-refundable.

Please register your table warranty online.

[www.oakworks.com/oakworks-information/warranty\\_card.asp](http://www.oakworks.com/oakworks-information/warranty_card.asp)

## OAKWORKS QUALITY POLICY

It is the policy of Oakworks to provide world-class products and services that consistently meet or exceed our customers' expectations. We pledge to diligently maintain the integrity of our Quality Management Systems in our pursuit of total customer satisfaction.



## Questions?

CALL: 717.235.6807  
 FAX: 717.235.6798  
 EMAIL: [info@oakworks.com](mailto:info@oakworks.com)  
 SKYPE™: Oakworks

## OAKWORKS® WARRANTY DETAILS

- Limited Warranty is offered on all Oakworks products to the original owner as detailed in the Product Warranty document.
- Oakworks products are guaranteed to be free of defects in material and craftsmanship to the original owner.
- Warranty is limited to factory provided parts only. Replacement parts include a 90 day warranty.
- Damages caused by improper set-up, accident, abuse, use for other than intended purpose, neglect or normal wear and tear are excluded.
- Any non-factory modifications and unauthorized repairs invalidate the warranty and immediately terminate all liability by Oakworks for the product or damages caused by its use.
- Failure to follow the preventative maintenance schedule on equipment and instructions for upholstery care may void the warranty.
- For warranty related returns, Oakworks will coordinate the return shipment.

## 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. 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.

## STORAGE & DELAYED PICKUP/SHIPMENT POLICY

When a Customer requests a delay of shipment from the Planned Customer Requested Ship Date, or the Customer has not arranged for the Freight Forwarder to pick-up the product on the Planned Customer Requested Ship Date, Storage Fees will be incurred.

- Courtesy Storage is extended during the first five business days of storage, after the planned ship 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.

## SHIPMENT POLICY

- Shipping EXW Factory – EXW New Freedom, PA, USA. All products shipped from Oakworks become the property of the buyer when they ship from the Oakworks factory.
- Upon receipt of your order, inspect your goods to ensure that they were received without damage and/or potential damage and shortages. Failure to do so constitutes conclusive proof that the products were received complete and without damage. If you discover damage or suspect potential damage, prior to signing, clearly note in the space provided on the Bill of Lading the nature of the damage. In lieu of accepting the item(s), you may also reject the shipment or item(s) in question. In the event that damage is discovered, save all packaging materials for inspection. It is the responsibility of the recipient to immediately contact Oakworks and the shipping company to notify of any damages/shortages.
- The customer is responsible for all shipping expenses associated with a customer refused delivery (excluding damage related refusals) including, but not limited to, storage, rescheduling and other associated miscellaneous charges. Any additional charges will be directly invoiced to the customer.

## ORDER CANCELLATION POLICY

### Standard Order Cancellation

- Beyond 24 hours from transmittal of order confirmation, customer may cancel product/order and will be subject to a cancellation fee.
- Products/orders cancelled and rescheduled are subject to a revised ship date.

### Custom Order Cancellation

- Beyond 24 hours from transmittal of order confirmation, customer may cancel product/order and will be subject to a cancellation fee.
- If the order/product is not in production, Customer may cancel Custom order/product and will be subject to a 20% cancellation fee.
- If the Custom order/product is already in production, the order/product **may not** be cancelled and the Customer will be charged 100% of the order/product price.

## RETURN POLICY

- Our goal is your complete satisfaction with our products.
- Please contact Oakworks Customer Service at 717-235-6807 if you have questions regarding the return of your Oakworks product.
- Products must be returned in original packaging, in new condition, with an RGA number supplied by Oakworks Customer Service. The customer is responsible for the correct re-packing of products when returned to ensure damage does not occur during shipment. All products approved for return must have an Oakworks Customer Service supplied RGA number 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.
- When making an approved return for non-warranty related issues, a restocking fee of 20% of the purchase price will be applied to Oakworks products. Customer's original shipping charges will not be reimbursed. Customer is responsible for non-warranty related return shipping charges. Rush fees, shipping charges, and custom option charges are not refundable.