

OAKWORKS® LIFETIME LIMITED WARRANTY

TABLE	FRAME / UNDERSTRUCTURE	UPHOLSTERY / PADDING	ELECTRICAL COMPONENTS	REPLACEMENT SHIPPING	RETURN SHIPPING
PORTABLES					
Advanta, Alliance Aluminum, Alliance Wood, Aurora, BOSS, Nova, WellSpring II, Desktop Portal, PortalPro®	Limited Lifetime-original owner.	5 yrs.	na	included	included
	International 10 yrs.			International not included	International not included
LIFT TABLES					
Celesta Deluxe, Celesta Gemini, Clodagh Gemini, Celesta Lift, Celesta Maxx, Celesta Maxx, Celesta Performa Lift, ProLuxe Europa, ProLuxe Provence, ProLuxe Valencia, ProLuxe Seville, Articulating Top, Antigua, Marina	Limited Lifetime-original owner.	5 yrs.	2 yrs.	included	not included
	International 10 yrs.			International not included	
CLINICIAN					
Spa Clinician, Classic Clinician, Studio Clinician	Limited Lifetime-original owner.	5 yrs.	na	included	not included
	International 10 yrs.			International not included	
PTAT/ORTHOPEDIC					
Storable Mat, Portable Taping Table, Portable Manipulation Table	Limited Lifetime-original owner.	5 yrs.	na	included	included
	International 10 yrs.			International not included	International not included
PT100, PT200, PT300, Casting Table	Limited Lifetime-original owner.	5 yrs.	2 yrs.	included	not included
	International 10 yrs.			International not included	
Power Line, OAKWORKS® Prone Pillow	3 yrs.	3 yrs.	na	not included	not included
MEDICAL					
Fluoroscopy, Integrated Headrest, Ultrasound, Digital Radiography, CFPMI00	4 yrs.	4 yrs.	2 yrs.	included	not included
				International not included	
Spinal Imaging Platform	2 yrs.	1 yr.	na	included	included
		International 2 yrs.		International not included	International not included
ONES					
One & KeLa™	5 yrs.	2 yrs.	na	not included	not included
	International 5 yrs.				
ACCESSORIES					
Arm Hammock, Adjustable Face Rest, Carry Cases, Basic Stools, Table Fleece, Face Rest Cozy, Sheets, Heating Pad, Hot Towel Cabi, Bongers	1 yr.	1 yr.	na	not included	not included
All Other Accessories	2 yrs.	2 yrs.	na	included	included
				International not included	International not included

OAKWORKS® LIFETIME LIMITED WARRANTY

Lifetime Limited Warranty is our current warranty on some products, products purchased prior to 2000 held a Limited Warranty. Please contact Customer Service for more details.

OAKWORKS® products are guaranteed to be free of defects in material and craftsmanship to the original owner.

This warranty excludes damage caused by improper set-up accident, abuse, use for other than intended purpose, neglect or normal wear and tear.

All warranties are invalidated by non-factory modifications and unauthorized repairs, which will immediately terminate all liability by OAKWORKS® for the product or damages caused by its use.

The buyer and its customers shall be responsible for proper set-up and use of the products as well as any supervision required for safety. In no event shall OAKWORKS® be liable for any special, indirect, consequential, incidental, exemplary or punitive damages or costs. Use of non-approved cleaning solutions voids the guarantee on all fabrics.

All warranties are limited to factory provided replacement parts, factory repair or replacement at the discretion of OAKWORKS®.

The warranties set forth herein are the sole and exclusive warranties 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 valid with proof of purchase.

Receiving your Order - Notify OAKWORKS® and the shipping company within 10 business days if there are any shipment shortages, damages or defects. Failure to do so constitutes conclusive proof that the products were received without fault. If you find damage, save all packaging materials for inspection. Do not sign a free and clear delivery receipt if damage to the packaging indicates potential damage to the product.

Shipping F.O.B. Factory - FOB Shrewsbury. All products shipped from our factory become the property of the buyer when they leave our building. Shipping damage and lost shipments are not the responsibility of OAKWORKS®. We will assist you in recovery of lost goods or damage if it occurs. Customer is responsible for all shipping expenses associated with a customer refused delivery of product.

RETURN AND WARRANTY SHIPMENT POLICY

Please call Customer Service at 717-235-6807 if you have a customer service issue with your OAKWORKS® product within 30 days of receipt of your 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 must be received within 30 days from the day the RGA was issued.

When returning a product within 30 days for non-warranty related issues, a restocking fee of 20% of the purchase price will be applied to all OAKWORKS® products excluding the Spinal Imaging Platform. Customers original shipping charges will not be reimbursed. Customer is responsible for return shipping charges.

When exchanging a product within 30 days for non-warranty related issues, OAKWORKS® will reimburse your purchase price. A restocking fee of 20% of the purchase price will be applied to all exchanges of stationary, lift tables, and customized products. Customers original shipping charges will not be reimbursed. Customer is responsible for return shipping charges and shipping costs of exchange product.

For warranty-related returns and exchanges, OAKWORKS® will reimburse Fed Ex ground shipping charges within the continental U.S. according to the Oakworks Lifetime Limited Warranty Chart. The customer is responsible for return shipping charges of stationary and lift tables.

Rush fees, expedited shipping costs, and custom charges are not refundable.

Products ordered with non-refundable custom options (noted in Options Charts) are only returnable due to a manufacturers' defect.

Lotions, oils, crèmes and disposable items are returnable and refundable only if unopened or due to manufacturers' defect. Linens may be returned only if unopened or due to manufacturers' defect.

Any returns beyond 30 days are made at the discretion of OAKWORKS® and may incur an additional fee. Please discuss all returns with your account executive to assure compliance.