

# FLEXISPOT WARRANTY

Your satisfaction is our #1 priority here at FlexiSpot. That's why we're pleased to offer a limited warranty that covers defects in material or workmanship on all new FlexiSpot products. This warranty applies solely to the original purchaser and is non-transferable. Only consumers purchasing FlexiSpot products from authorized FlexiSpot retailers or resellers may benefit from our limited warranty.

## What is Covered?

### **FlexiSpot Height-Adjustable Desk Frames**

All height - adjustable desks purchased on or after October 5, 2016 include a 5-year warranty for the frame, motor and other mechanisms, and a 2-year warranty for the controller and switch, electronics.

### **FlexiSpot Sit-Stand Desktop Workstations**

Flexispot Sit Stand Desk Converters have a 5-year warranty for the frame, desktop, and a 3-year warranty for the gas spring system and other mechanisms.

### **Desk Bikes**

All desk bikes purchased on or after October 5, 2016 include a 1-year warranty.

### **Chairs**

All FlexiSpot chairs purchased on or after October 5, 2016 include a 3-year warranty.

### **Massagers**

All FlexiSpot massagers purchased on or after October 5, 2016 include a 1-year warranty.

## **Monitor Mounts**

All monitor mounts purchased on or after October 5, 2016 include a 3-year warranty for the arms, gas spring system and mechanisms.

# **What Happens If My Product is Defective?**

FlexiSpot will replace (at no charge to you) the defective parts on any of our products when the defect is due to improper workmanship and/or material. If FlexiSpot is unable to provide a replacement product, and repair is not practical or cannot be completed in a timely manner, FlexiSpot may elect to refund the purchase price in exchange for the return of the product.

# **Do I Have to Pay Shipping Costs for a Replacement Product?**

In the rare event that your FlexiSpot product is defective, we will provide you with a replacement item shipped at no cost to you within the continental United States. We use FedEx Ground to ship replacement products, but expedited shipping is available if you choose to pay the additional expense. If you would like to have a replacement product shipped to an address outside the continental United States, you will need to pay the shipping costs.

# **What is Not Covered?**

Our limited warranty does not cover any problem 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.
4. Conditions, malfunctions or damage resulting from failure to follow the instructions and guidelines relating to the product's intended use.

Our limited warranty is 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?

Filing a claim for warranty service is quick and easy. Simply contact customer service via email at [contact@flexispot.com](mailto:contact@flexispot.com) or toll free at +1 (855) 585-5618. Make sure you have your sales receipt or other proof of purchase handy. You will need to provide evidence of the date and place of purchase for your FlexiSpot product.

## Disclaimer of Warranties; Limitation of Damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY, AND FLEXISPOT SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUE, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF FLEXISPOT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

## Governing Law

This Warranty is governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

## How State Law Applies

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.