

OAKWORKS® WARRANTY

Effective February 16, 2009

TABLE	FRAME / UNDERSTRUCTURE	UPHOLSTERY / PADDING	ELECTRICAL & MOVING PARTS	REPLACEMENT SHIPPING	RETURN SHIPPING
PROFESSIONAL LINE PORTABLES					
Advanta, Alliance Aluminum, Alliance Wood, Aurora, BOSS, Nova, WellSpring II, Desktop Portal, PortalPro®, Nova with ABC system	Limited Lifetime-original owner.	5 yrs.	na ABC = 2 yrs.	included	included
	International 10 yrs.			International not included	International not included
PORTABLES					
One & KeLa™, Utopian with ABC system	Limited Lifetime-original owner.	2 yrs.	na ABC = 2 yrs.	not included	not included
	International 10 yrs.				
LIFT TABLES					
Celesta® Gemini, Clodagh Gemini, Celesta® Deluxe, Celesta® Lift, Celesta® Performa Lift, ProLuxe Veneto, ProLuxe Europa, ProLuxe Provence, ProLuxe Valencia, ProLuxe Seville, Articulating Top, Antigua, Antigua Colonial, Clinician Lift, Marina, Relaxation Lounge, Clodagh Leo, Clodagh Virgo, Clodagh Libra	Limited Lifetime-original owner.	5 yrs.	3 years parts 1 year labor	included	not included
	International 10 yrs.			International not included	
MAXX™					
MAXX™	4 yrs.	4 yrs.	3 years parts 1 year labor	included International not included	not included
STATIONARY					
Spa Clinician, Classic Clinician, Studio Clinician, Caban Lounger	Limited Lifetime-original owner.	5 yrs.	3 years parts 1 year labor	included	not included
	International 10 yrs.			International not included	
PT/AT/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.	3 years parts 1 year labor	included	not included
	International 10 yrs.			International not included	
Power Line, Seychelle, OAKWORKS® Prone Pillow	3 yrs.	3 yrs.	na	not included	not included
MEDICAL					
Fluoroscopy/C-Arm imaging tables, Ultrasound Table Line	4 yrs.	4 yrs.	3 years parts 1 year labor	included	not included
				International not included	
Spine Positioning System	2 yrs.	1 yr.	na	included	included
		International 2 yrs.		International not included	International not included
ACCESSORIES					
Arm Hammock, Adjustable Face Rest, Carry Cases, Basic Stools, Table Fleece, Face Rest Cozy, Sheets, Heating Pad, Hot Towel Cabi, OAKWORKS® Trolley, Table Cart	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

Please register your table warranty online. WWW.OAKWORKS.COM

OAKWORKS® WARRANTY

Lifetime Limited Warranty is our current warranty on some products, products purchased prior to 2000 held a Limited Warranty. Please contact Customer Service at 717-235-6807 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 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 must be received within 30 days after the receipt of purchase.

When returning a product within 30 days after the receipt of purchase for non-warranty related issues, a restocking fee of 20% of the purchase price will be applied to all OAKWORKS® products excluding the Spine Positioning System and Side Lying Positioning System. Customers original shipping charges will not be reimbursed. Customer is responsible for return shipping charges.

When exchanging a product within 30 days after the receipt of purchase 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 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 within 30 days of date of purchase only if unopened or due to manufacturers' defect.

Linens may be returned only if unopened or due to manufacturers' defect.