

# PRODUCT WARRANTY

Effective September 15, 2018

*Oakworks Medical*

PRODUCT	WARRANTY
Imaging and Pain Management Tables Ultrasound Tables Procedure Chairs Powered Exam Tables PT Series Tables	3 years parts, 2 years labor
Storable Mat Portable Manipulation Table PowerLine™	3 years parts, labor not included
Spine Positioning System	2 years parts, labor not included
Accessories & Stools	1 year parts, labor 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 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 replacement parts carry a 90 day warranty.

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## OAKWORKS<sup>®</sup> SOLUTIONS WARRANTY DETAILS

### **OAKWORKS MEDICAL PRODUCTS: Limited Warranty**

- Offered to the original owner.
- As shown in the chart.
- Warranty is limited to factory provided repair parts only. Replacement parts include a 90 day warranty.

### **SERVICE:**

- Oakworks may repair or replace defective components at our discretion.
- Powered Tables warranty service is offered onsite, where available.

### **WARRANTY INVALIDATION:**

- Normal wear and tear, and costs associated with maintenance procedures, 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. This includes failure to follow the preventative maintenance schedule on equipment and instructions for upholstery care. And any non-factory modifications and unauthorized repairs will also invalidate 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 Solutions. 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.

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## ORDER MANAGEMENT POLICIES:

### ORDER CANCELLATION POLICY

- **Order Cancellation**
  - The customer may cancel an order within 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 20% cancellation fee.

### SHIPMENT POLICY

- Shipping terms are FCA New Freedom, PA, USA. All products shipped from Oakworks become the property of the buyer when they ship from the Oakworks facility. All risk and responsibility for the freight are the buyers upon carrier pick up. All claims are the responsibility of the buyer to file with the carrier.
- Oakworks offers supplemental freight insurance that fully covers the shipment in the event of loss or damage. Freight terms then become CIP Destination. Customers must note on the bill of lading at the time of delivery if there are any damages and must notify Oakworks within 24 hours of receipt of the freight.
- 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. Any additional charges will be directly invoiced to the customer.

### 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 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 \$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.

### RETURN POLICY

- Our goal is your complete satisfaction with our products. All products we manufacture are built to order.
- Non-warranty product returns must have prior approval from Oakworks and an RGA number. . All non-warranty returns will be assessed a 20% restocking fee. All requests for non-warranty returns must be submitted to Customer Service 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. Product must be returned in original packaging, 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.

