

Flexfab Inc.

FLEXFAB LIMITED LIFETIME WARRANTY

Meets or exceeds Ansi/Bifma Standards./ ISO 9001-2000 Standards / CGSB

The FLEXFAB Company promises to repair or replace any FLEXFAB brand product or component that is defective in material or workmanship for as long as you, the original purchaser, own it. This is your sole and exclusive remedy. This warranty is subject to the limitations, exclusions and other provisions below. This applies to product manufactured after October 15, 2005.

Limitations involving materials and components:

The materials and components listed below are covered according to the following schedule from the date of sale:

One Year – Glides, casters, polymer-based components
Ten years – Locking mechanism.

EXCLUSIONS:

This warranty does not apply and no other warranty applies to:

Damage caused by the carrier in-transit, which will be handled under separate terms. Customer must verify for any in-transit damage before signing receiving bill in order for Flexfab to claim the freight company for the damages. All in-transit damage not mentioned on the receiving bill will not be credited and customer will be invoiced for replacements.

Products used for rental purposes.

Modifications or attachments made to the product that are not approved by The FLEXFAB Company.

Products that were not installed, used or maintained in accordance with product instructions and warnings.

USAGE:

A word about color variations, fabrics and finishes:

Some natural variations occurring in colour are inherent to their character, and cannot be avoided. Therefore they are not considered defects.

TO THE EXTENT ALLOWED BY LAW, THE FLEXFAB COMPANY MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. FLEXFAB WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

This warranty applies only to products sold within the United States of America and the Commonwealth of Canada.

TO OBTAIN SERVICE UNDER THIS WARRANTY:

Your FLEXFAB Dealer is our mutual partner in supporting your warranty requests. By following the procedures outlined below, you can be assured of the best level of service.

1. Contact the Dealer from whom the product was purchased within 30 days of discovery of the defect. Be prepared to affirm you are the original purchaser of the product.
2. Your Dealer will gather all pertinent information regarding the claim, inspect the product and contact a FLEXFAB Company customer service representative. (Please allow a reasonable amount of time for inspection and review.)
3. If The FLEXFAB Company affirms that the product in question is eligible under the conditions of the warranty as stated above, the customer service representative or another representative of the Company will determine whether to provide replacement parts, authorize repairs or replace the product.