

# PRODUCT WARRANTY

Effective April 1, 2023

*Oakworks Medical*

PRODUCT	WARRANTY
Imaging and Pain Management Tables	4 years parts, 3 years labor
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.*

## DISCOUNTED STOCK EQUIPMENT

All powered tables and chairs have a 2 Year Parts, 1 Year Labor Limited warranty against manufacturing defects & workmanship. All other discounted stock 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.  
Products sold as "Refurbished Equipment" are guaranteed to be in like new condition and in good working order except where specifically noted. Refurbished equipment is non-returnable and non-refundable. Refurbished replacement parts carry a 90 day warranty.

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## WARRANTY DETAILS

### LIMITED WARRANTY

- Offered to the original owner.
- Parts and labor coverage as shown in the chart.
- Replacement parts include a 90 day warranty.

### SERVICE:

- Oakworks may repair or replace defective components at our discretion.
- Customer is responsible for returning the defective warranted part to Oakworks; failure to return defective part may result in customer being responsible for the cost of the defective part.
- Powered Tables warranty service is offered onsite, where available.
- **Only Oakworks approved service providers may perform service/repairs on Oakworks medical products.**

### WARRANTY INVALIDATION:

- Normal wear and tear 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. Failure to follow the preventative maintenance schedule on equipment and instructions for upholstery care will void the warranty. Any unauthorized modifications or 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 . There are no other warranties, representations or guarantees provided by Oakworks unless expressed or implied at time of sale, 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 48 business hours from transmittal of the order confirmation without penalty, provided it is not already in production. Customized and special ordered items cannot be cancelled and/or orders over \$30,000 cannot be cancelled once in production. All other cancellations, once in production, will be assessed a 30% cancellation fee. For additional details, please contact customer service at customerservice@oakworks.com.

### SHIPMENT POLICY

- **LTL/Freight Shipments**
  - Shipping terms are CIP Destination. All products shipped CIP Destination from Oakworks are the property of Oakworks and become the property of the buyer upon delivery. All claims are the responsibility of Oakworks to file with the carrier, with the exception of Third (3rd) Party shipments. Any and all damages and shortages must be reported to Oakworks within twenty-four (24) hours of receipt of the shipment, and all damages should be noted on the bill of lading. Failure to report damages or shortages in a timely manner will release Oakworks of any responsibility to repair or replace products.
  - 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. These additional charges will be directly invoiced to the customer.
  - Freight charges are the responsibility of the customer. Terms are Prepay and Add to invoice unless customer wishes to use their own Third (3rd) Party carrier.
- **FedEx / UPS Shipments**
  - Any and all damages and shortages must be reported to Oakworks within twenty-four (24) hours of receipt of the shipment.
  - Any missing shipment, mis-delivered shipment, or any other claim must be reported to Oakworks within five (5) business days after the date of scheduled delivery.

### 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 five (5) business days will incur Storage fees.

- Courtesy Storage is extended during the first five (5) business days of storage, after the ship ready date.
- Following five business days, a Storage Fee of Fifty Dollars (\$50) per table, per partial/full week will apply.
- 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.

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## RETURN POLICY

- Our goal is your complete satisfaction with our products. All products we manufacture are built to order.
- All product returns must have prior approval from Oakworks and a Return Authorization (RGA) number.
- All requests for non-warranty returns must be submitted to Customer Service within fifteen (15) days after original ship date from Oakworks. Returns must be received by Oakworks within fifteen (15) days from the issue date of the RGA number.
- Upholstered accessories are not returnable nor refundable less than \$100. Non-upholstered accessories over \$100 may be returned in new condition and in original packaging.
- Customized and special ordered items are not returnable
- All non-warranty returns will be assessed a 30% percent restocking fee. Product must be returned in original packaging and arrive in new condition. The customer is responsible for all return shipping charges, and the correct re-packing of products when returned to ensure damage does not occur during shipment. Any damage during return shipment is the responsibility of the customer.
- Credit will be issued once product received has been inspected.
- **OAKWORKS DECONTAMINATION CERTIFICATE:** If the product was put into service, the customer is responsible for cleaning and disinfecting the product being returned and for completing the Oakworks' Decontamination Certificate. The completed Decontamination Certificate may be returned with the product or emailed to [CustomerService@Oakworks.com](mailto:CustomerService@Oakworks.com). Customer will be assessed a Cleaning Fee of One Hundred Fifty Dollars (\$150) per product for failure to clean/disinfect the product and/or return the completed Decontamination Certificate.

## CONTACT INFORMATION

OAKWORKS, INC.

923 East Wellspring Road

New Freedom, PA 17349

Customer Service: 1-717-235-6807 or [CustomerService@Oakworks.com](mailto:CustomerService@Oakworks.com)