

Terms and Conditions of Sale – Retail Customers

Desk Warranty Conditions

We stand behind the high quality of all our solutions. Each **Sit-Stand.Com**® product is covered by a limited warranty, based on our confidence in the quality. We go further than most of our competitors to ensure you our customers can be confident that they are buying excellent after sales care and support.

1. What is covered?

- A. **Desk frames:** frames, electronics, and motors. We cover any defects or malfunctions in the desk frame including the motor, metal/aluminium components, controller, switch, electronics, and mechanisms.
- B. **Desk tops:** we cover any desktops that are rendered unusable as a result of a manufacturer's defect or damage in shipping.
- C. **Accessories:** we warrant that our accessories are free from any defects in materials or workmanship.

2. What is not covered?

- A. This warranty does not cover any problems which result from improper set-up, unauthorized modification, normal wear and tear, abuse, or *force majeure*, such as hurricane or floods.
- B. In instances where we have sold the product to you, but we have not completed the installation of the product, then you are responsible for completing the repairs. This includes where you have dismantled the desk or have moved it to another location. In such cases, we will send you any spare parts which could be required, if the fault issue is reported within the warranty period.
- C. Imperfections that occur naturally, such as those sometimes found in reclaimed or solid woods, do not qualify for repairs or replacements. Regardless of how carefully you use, or how well you care for your desktop, it will eventually begin to show age and wear.
- D. Also, consequential (the cost of repairing or replacing other property damaged in the event of our product malfunctioning) and incidental (loss of time, loss of use) damages are not recoverable under this warranty.

3. How long does the coverage last?

Coverage begins on the day you receive your order, warranted to the original owner only, and lasts the full term of time period listed below.

SIT-STAND DESKS

BRAND	WARRANTY PERIOD
Yo-Yo DESK PRO®	5 years
Yo-Yo DESK LEARN®	3 years
Flytta®	7 years
Up/Down DeskPro	2 years
Up/Down Collaborate	5 years
Hush Desk®	5 years

Dated: Jan 1st 2019

DESK RISERS

BRAND	WARRANTY PERIOD
Yo-Yo DESK CLASSIC®	3 years
Yo-Yo DESK SLIM®	3 years
Yo-Yo DESK GO®	3 years
Varidesk	1 year
Ergotron	5 years
Fellowes	3 years

4. What we will do

- A. In the rare event that something does go wrong with any of your Sit-Stand.Com® products, just let us know. We will replace items or parts at no cost to you and ship them via our standard courier service anywhere in the UK mainland for free.
- B. If the spare parts are unable to resolve the issue, we will replace your solution.
- C. Expedited shipping is available at your expense. If you are outside the UK mainland, you will be responsible for shipping charges only, regardless of method.
- D. Warranty support for Sit-Stand.Com® solid wood desktops includes expert advice from our woodworker on how to care for your custom desktop, as well as assessment of any issues that may arise.
- E. The Sit-Stand.Com® warranty covers parts and labour (ie installation service if required for a replacement sit-stand desk).
- F. Lead time for on-site repair service is currently:
 - a. Within 150 miles of Birmingham = up to 15 working days
 - b. Outside 150 miles from Birmingham = up to 25 working days

5. How to get service

Call us at **0333 2200 375** for warranty support. You can also email us at **sales@sit-stand.com**. When you contact us, please have your order number handy for quicker service.

6. What if I'm outside the warranty coverage?

- A. Damage not covered under warranty may be repaired for a reasonable fee. We also offer discounts if you'd like a quote on a new model to replace an out-of-warranty item.
- B. In certain circumstances we may be prepared to complete repairs and/or fit replacement parts under warranty on your behalf but, in such instances, we will charge you for the cost of a call-out visit which is currently £60 + VAT within mainland UK. Please contact us in advance for the estimated costs of completing repairs on your behalf if you are inside or outside of mainland UK.