

# **ErgoGenesis 10-Year Warranty on ErgoFusion Products<sup>1</sup> (effective Sept. 1, 2011)**

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## **STANDARD WARRANTY FOR NORMAL DAILY USE**

For standard use, ErgoGenesis warrants to the original purchaser<sup>2</sup> from the original date of purchase, that its ErgoFusion products (as listed and described below) shall be free from defects in material and workmanship. ErgoGenesis will repair or replace, at its option, to the original purchaser only<sup>2</sup>, any defects in products, parts, or components resultant from normal single shift use<sup>3</sup>, as listed and described below (labor is not included)<sup>4</sup>. ErgoGenesis will not replace unless repair is not commercially practical. Normal wear or abuse of products, parts, fabrics, and components are not covered.

**Warranty does not cover or provide for:** Modifications or attachments to the product not approved by ErgoGenesis; Products not installed, used or maintained in accordance with product instructions and warnings; Products used for rental purposes; Damage caused by the carrier in-transit as handled under separate terms.

## **PROCEDURE FOR WARRANTY SERVICE:**

Most items can be replaced in the field, either by the customer, dealer, or by a trained ErgoGenesis representative<sup>4</sup>. In some instances, however, the item will need to be shipped back to the factory and the work will be performed at the factory. In either case, in order to make a claim under this warranty, please call the ErgoGenesis Parts & Warranty Department (1-800-364-5299, ext. 223) or e-mail the Parts & Warranty Department at [warranty@ergogenesis.com](mailto:warranty@ergogenesis.com). The Customer Service representatives will be able to order replacement parts and/or issue a Return Authorization (RA) number for items to be shipped back to the factory.

**-- No return items will be accepted for warranty work without an RA number issued through Customer Service. --**

<sup>1</sup> No warranties extend beyond the face of this warranty. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Incidental and consequential damages are excluded from this warranty. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Proof of purchase is required with warranty requests.

<sup>2</sup> This warranty is valid to the original purchaser only for as long as the purchaser owns and uses this product. Subsequent purchasers are not covered by this warranty. ErgoGenesis will not be responsible for damage due to services, maintenance, modifications or tampering by anyone other than an ErgoGenesis representative or approved dealer. This warranty is void if the customer modifies the product, if attachments are made to the product or if the product is not installed or used in accordance with ErgoGenesis installation and guidelines.

<sup>3</sup> Normal single shift use assumes a five -day work week (eight-hour workday).

<sup>4</sup> In-field service work may incur a trip charge and/or service fee.