



# Workrite Ergonomics Online Purchase Terms & Conditions

The Following Terms & Conditions apply to all Workrite Ergonomics products purchased through the Workrite Ergonomics online store. ([shop.workriteergo.com](http://shop.workriteergo.com))

## **Payment Terms**

Workrite Ergonomics only accepts payment by credit card. All orders must be prepaid.

## **Order Changes and/or Cancellations**

Cancellations or changes to orders must be made in writing and addressed to Workrite Ergonomics' customer service department at [customerservice@workriteergo.com](mailto:customerservice@workriteergo.com). Changes may be subject to a change/cancellation fee of 10%.

## **Taxes**

Product prices do not include sales tax. All sales tax will be based on shipping address and will be calculated during checkout. Payment of sales tax is the responsibility of the customer.

## **Prices**

All prices are subject to change without notice.

## **Shipments within the Continental USA and to Canada**

All shipments within the continental USA will be F.O.B. Factory. Shipments to Canada will be Carrier Paid to Destination and subject to GST. Workrite will pay freight charges on all orders that contain only Adjustable Keyboard Platforms, Task Lighting, Monitor Arm Supports or Workcenter Accessories and shipped regular ground, dock to dock shipping using Workrite's preferred carrier. Additional charges incurred from carrier due to remote location or other special circumstances surrounding the delivery may be passed on to the customer.



Most products ship within one week of the date of order. Workrite Ergonomics bears no liability if ship dates exceed the stated one-week lead-time, which may occur if products are on backorder.

### **Shipments to Hawaii, Alaska and Foreign Countries (Other than Canada)**

Shipments to Hawaii, Alaska, and foreign countries other than Canada will be handled on a case by case basis. Please contact the Customer Service department at Workrite for more information and a quote.

### **Shipment Damage Claims**

All shipments must be carefully inspected by customer before acceptance, and the customer must record any damage or shortage noted at time of delivery, and provide this information to Workrite immediately along with photos of any damage. Workrite will arrange inspection by the carrier. If customer believes it has uncovered further damage after delivery they must take photos of the damage and immediately request inspection by the delivering carrier. Damaged freight must be kept at point of delivery in original packaging for inspection by carrier for a minimum of 15 days. Customer is responsible for seeking appropriate recourse against the carrier, which shall be customer's sole recourse for goods damaged in transit.

### **Concealed Damage**

Concealed damage and concealed shortage must be notified within 10 calendar days from delivery date at the specified location to identify concealed damage not visible at time of delivery. Customer must notify carrier and Workrite within such 10-day period, and must retain the original packaging and product. If requested by either carrier or Workrite, customer must ship product back at Workrite's expense. If Workrite determines that damage was due to Workrite's error, Workrite's sole obligation is to replace product in timely fashion and ship to customer at Workrite's expense. If Workrite determines carrier is at fault, customer must seek recourse against carrier, which shall be customer's sole recourse. Customer waives right to place claim against Workrite if filed after 10 calendar days of receipt of shipment.

## Return Policy

Requests for returns purchased from the Workrite Ergonomics online store ([shop.workriteergo.com](http://shop.workriteergo.com)) must be made within thirty days of the order ship date. Only regular priced items may be refunded, unfortunately sale items cannot be refunded. Customer must provide original order # provided at time of request. Items must not have been installed, be returned in their original packaging and are subject to a 20% restocking fee. Refunds will not be processed for items returned in anything other than their original packaging, damaged items or unauthorized returns.

Contact Customer Service by phone at (800) 959-9675 or by email at [customerservice@workriteergo.com](mailto:customerservice@workriteergo.com) to request a return merchandise authorization (RMA). Prepaid UPS labels will be emailed for return shipment of product. Please allow a minimum of thirty days for Workrite to receive and process returned product. Refunds to credit cards, less the 20% restocking fee, should process within two billing cycles.

## Warranty

Workrite warrants to the original purchaser that the products it manufactures are free from defects in design, material and workmanship. Subject to the limitations below, Workrite warrants each product in this catalog to be free from defects in materials and workmanship for the life of the product. With prompt written notice, Workrite will repair or replace, free of charge, any product, part or component, which fails under normal use as a result of such defect.

### **The following exceptions to the limited lifetime warranty apply:**

- All laminated worksurfaces and workcenter components including electric components, motors, crank mechanisms, counter-balance mechanisms, brackets and feet are warranted for 5 years.
- All monitor supports and mounts are warranted for 10 years.
- All LED and florescent lighting fixtures are warranted for 5 years.
- Lighting transformers and fluorescent ballasts are warranted for 1 year.
- Peel and place mousing surfaces and the Slide Guide provided with Rite-In-Line are warranted for 1 year.
- Impulse Height Adjustable Workcenter base is warranted for 2 years.



Requests for replacements under the terms of the applicable Warranty must be initiated by the original purchasers. Original purchaser is defined as the person or business from whom payment for the product was received by Workrite. Workrite's obligation under this warranty is limited to replacing or repairing any product or part that it determines to be defective after inspection by its authorized representative, following receipt of written notice of the defect from purchaser within the warranty period. Workrite Ergonomics will offer products that are appropriate for use as intended until such application for the product is no longer appropriate for the marketplace. While the products may evolve through changes to fit, form or function due to technological and other advances, Workrite Ergonomics will supply products that provide similar use and equivalent functionality as an alternative to the original product.

This warranty shall apply to the original purchaser only, is non-transferable, and is not applicable outside the United States, Canada, and Mexico. This warranty is based on normal installation and use of the product in an 8-hour shift.

This warranty does not apply to:

- Damage in shipment caused by a carrier
- Defects caused by improper installation
- Products subject to improper use and conditions
- Customer modifications to the product
- Normal wear and tear
- COM or third party materials applied to the products • Fluorescent lamp tubes
- Any product that has been modified, altered, tampered with, or repaired by any person other than an authorized representative of Workrite. Labor charges and/or damage incurred in the installation, repair, or replacement of any products are excluded.