



WARRANTY & RETURN

Policy

Warranty

February 15, 2021

To expedite your warranty claims quickly and accurately, go to specialt.net/claims and fill out the Warranty/Freight claim form. All claims must reference the original Purchase Order number and Special-T Sales Order or Invoice number.

Options+, 5-Day Quick Ship, and 1-Day Quick Ship Tables. Complete tables and all components included therein are warranted for a period of 10 years from the date of original invoice against poor workmanship and manufacturing defects. We retain the right to replace or repair at our discretion any products or parts thereof which are found defective in materials or workmanship. This warranty becomes invalid for products engineered by client, whereas construction method, material specifications of final product assembly adversely affects materials and or workmanship. In no event, shall liability under this warranty exceed the original purchase price. This warranty becomes invalid if the product or part exhibits abuse, improper or unusual use, including striking tops against other objects. This warranty is invalid if the product is subject to caustic or abrasive cleaning agents or any alterations from its original condition. This warranty does not cover self edge tops and/or tables where table legs/bases are more than 60" apart and do not include steel top support. Our tables and table tops are not for outdoor use. Any damage related to the outdoor use is not covered under this warranty. This warranty does not apply to normal wear and tear or damage caused by accident, neglect, misuse or improper installation or operation. This warranty is expressly made in lieu of any and all other warranties expressed or implied.

Patriot Electric and Liberty Electric Height Adjustable Tables and Bases are warranted to the original purchaser for a period of 10 years from the date of delivery, under normal use for one, 8-hour shift per day against manufacturing defects. We will repair or replace, at our discretion, any products that we determine to be defective as a result of faulty workmanship. In no event shall our liability under this warranty exceed the original purchase price of the product determined to be defective. This warranty does not apply where the product has been abused, mishandled, or subjected to use other than that for which it was designed. For purposes of this warranty, normal wear to the product finish shall not be considered a defect.

Table Bases Only. Bases are warranted to the original purchaser for a period of 10 years from the date of delivery, under normal use, against manufacturing defects. We will repair or replace, at our discretion, any products that we determine to be defective as a result of faulty workmanship. In no event, shall liability under this warranty exceed the original purchase price of the product determined to be defective. This warranty does not apply where the product has been abused, mishandled, or subjected to use other than that for which it was designed, including excessive weight and top size limitations. This warranty does not apply to normal wear and tear or damage caused by accident, neglect, misuse or improper installation or operation. There are no other warranties expressed or implied.

Table Tops Only. Table tops purchased separately are warranted for a period of one (1) year from date of original invoice against poor workmanship and manufacturing defects. We retain the right to replace or repair at our discretion any products or parts thereof which are found defective in materials or workmanship. This warranty becomes invalid for products engineered by the client whereas construction method, material specifications of final product assembly adversely affects materials and or workmanship. In no event, shall liability under this warranty exceed the original purchase price. This warranty becomes invalid if the product or parts exhibits



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abuse, improper or unusual use. This warranty is invalid if the product is subject to caustic or abrasive cleaning agents or sharp objects that cause damage. This warranty is invalid if the product is altered from its original condition, or the client performs additional processing on the product that results in any alteration from its original condition. This warranty does not cover self edge tops and/or tops where table legs/bases are more than 60" apart and do not include steel top support. Our tables and table tops are not for outdoor use. Any damage related to outdoor use is not covered under this warranty. This warranty does not apply to normal wear and tear or damage caused by accident, neglect, misuse or improper installation or operation. This warranty is expressly made in lieu of any and all other warranties expressed or implied.

Wood Veneer. Special-T warrants that wood veneer tops shall be free of defects in workmanship or materials. All wood veneer tops will be built to customer's specifications. All defective product claims must be submitted in writing to Special-T within 30 days of the shipping date from Special-T. For all defective product claims, Special-T may request samples, photos, or videos demonstrating the defect before further action. No merchandise shall be returned or scrapped without prior approval from Special-T. Special-T reserves the right to refuse and return all unauthorized returns to the customer. Special-T Quality Inspection Department must confirm tops to be defective before the replacement process can begin. This warranty excludes any type of misuse, abuse, as well as ordinary wear and tear. The foregoing warranty shall not apply to damage caused under the following circumstances: a) modifications or attachments to Special-T products, b) damage caused by misapplication of cleaning products, c) natural variations in wood grain, figure, color or the presence of character marks, d) any handling or transportation damage to the products, e) changes in the surface finishes due to aging or exposure to light.

Power & Data: All Power and Data components are warranted for a period of 1 year from date of original invoice, against poor workmanship and manufacturing defects. This warranty becomes invalid for products engineered by client, whereas construction method, material specifications of final product assembly adversely affects materials and or workmanship. In no event, shall liability under this warranty exceed the original purchase price. This warranty does not apply to normal wear and tear or damage caused by accident, neglect, misuse or improper installation or operation.

Monitor Arms are warranted to the original purchaser for a period of 10 years from the date of delivery, under normal use for one, 8-hour shift per day, against manufacturing defects. We will repair or replace, at our discretion, any products that we determine to be defective as a result of faulty workmanship. In no event shall our liability under this warranty exceed the original purchase price of the product determined to be defective. This warranty does not apply where the product has been abused, mishandled, or subjected to use other than that for which it was designed. This warranty does not apply to normal wear and tear or damage caused by accident, neglect, misuse or improper installation or operation.



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Chairs: Special-T warrants to the original purchaser of the product and from the original date of sale, the following: Lifetime Warranty to the original end-user; the company will repair or replace, at its option, factory defective structural and mechanical parts with comparable product without charge. This warranty is for a single shift, standard commercial usage, defined as a standard 8-hour workday, five days a week. Weight limitation varies by product. Upholstery fabric and foam are warranted against wear through and deterioration during normal usage for a period of five (5) years. COM and COL are not warranted.

Wellness and Privacy Screens: Clear Plexiglass, Frosted Acrylic, and PET Wellness and Privacy Screens are warranted for a period of 10 years from the date of delivery against defects in materials or workmanship, subject to the limitations, exclusions, and other provisions detailed below. This limited warranty only applies to the original purchaser. The limited warranty is terminated upon transfer, sale, or modification of the product. In no event, shall liability under this warranty exceed the original purchase price. This warranty does not apply to normal wear and tear or damage caused by accident, neglect, abuse, misuse, vandalism, disaster, improper storage, improper cleaning, chemical damage, improper installation, operation, environmental factors, or discoloration due to sunlight or indoor lighting. This warranty does not apply to changes in surface finish due to aging or prolonged exposure to fluids or sun. In the event of repair and/or replacement of any defective product, Special-T does not warrant matching color, texture, or dye lots except to within commercially reasonable standards. This warranty is expressly made in lieu of any and all other warranties expressed or implied.

Air Purifier: Safe-T Air Purifier (Products) will be free from defects in material or workmanship for one (1) year from the date of purchase provided that you have replaced the filters with original Safe-T Air Purifier replacement filters according to the manufacturer recommended filter replacement schedule listed in the User Manual and on the Safe-T Website. Safe-T's sole obligation under this warranty will be at its option to repair or replace the Product and the replaced Product will be warranted for the remaining period of the original warranty. Replacement Products may contain new or refurbished parts. This warranty does not apply to Products damaged by misuse, accident, electrical disturbance or normal wear and tear. The Product is not designed for or warranted against damage from use in areas subject to extreme temperature, excessive moisture, or other inherently hazardous environments. The Limited Warranty covers normal use only and does not cover replacement filters.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY. EXCEPT FOR THE LIMITED EXPRESS WARRANTIES SET FORTH ABOVE, SPECIAL-T DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS. In no event, shall liability under this warranty exceed the original purchase price. This warranty is expressly made in lieu of any and all other warranties expressed or implied.

Labor Warranty is subject to written approval. It does not cover labor costs associated with concealed freight damage.



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Returns

Product returns are subject to the following conditions:

- All returns must be accompanied by a Return Merchandise Authorization Form (RMA). The RMA must be requested within thirty (30) days of the original invoice date
- A 25% re-stocking fee and freight charges will be deducted from any refunds
- Products must be in new condition and packaged in the original cartons

- The following items are non-returnable and non-refundable:
 - Table tops
 - Power and data units
 - Closeout tables and bases
 - Custom metal paint and Black Wrinkle finish
 - Metal bases with irreversible alterations



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