

WINSTED WARRANTY



- A **LIFETIME WARRANTY** on all fixed steel structure frame components.
- A 10 year warranty on adjustable, sliding or hinged components and laminated surfaces.
- A 5 year warranty on Endurance Plus and TruForm surfaces.
- A 2 year warranty on all electrical components and chairs.



All warranties are effective from date of shipment. All products shall be free from defects in material and workmanship under normal usage and conditions for which the products were designed.

Winsted's obligation under this warranty shall be limited to the exchange of the product or parts that proved to be defective or unsatisfactory. Winsted reserves the right to have the product inspected at the buyer's location or have the product returned to the factory for inspection. The above warranty does not extend to consumable products, goods damaged or subjected to accident, abuse or misuse after shipment from Winsted's factory or to goods that are altered or modified.

VALUE

Winsted provides support second to none in the industry. Trained representatives gather project information, give design support to help lay out the project and even provide infield support.

PRODUCT DEVELOPMENT

This process never stops. Winsted is known as the industry leader. We provide new solutions daily as technology continues to change.

AVAILABILITY

Winsted supplies metal consoles and racks from stock and custom wood within 4 weeks. Call for Corian delivery times.

FREIGHT

Call Winsted for your free freight quotation, this takes the guesswork out of the quotation. We can provide CIF quotations for all orders, which helps the customer understand the true cost of the product.

FLAT-PACKED, PRE-ASSEMBLED, INSTALLED

Winsted will drop-ship orders directly. Every order has three options for shipment:

1. Flat-packed -
Reduces shipping costs and provides the fastest delivery.
2. Pre-assembled prior to shipping -
Reduces customer set-up time.
3. Installed -
Product installed by trained Winsted technicians. Call for on-site installation cost.

CUSTOMER SERVICE

Specialists are individually empowered to handle issues and resolve situations efficiently and fairly.

PRODUCT OFFERING

Winsted offers the most complete line of products in the industry, designed to fit a variety of needs within almost any organization. From control room consoles and military command centers, to network operation centers and process control applications. Winsted pledges to provide products that meet today's needs, as well as anticipating future technology requirements.

SATISFACTION GUARANTEED

Winsted Products are guaranteed to be free of manufacturing defects. If any product is determined to be unsatisfactory, call our Customer Service Department Toll-Free 800.447.2257. Our policy is that you must be completely satisfied with our products. For fast service or for additional product information call Toll-Free 800.447.2257.

SHIPPING

All shipments are F.O.B. shipping point. Every attempt will be made to ship your order as soon as possible via the most direct and economical way. If a specific carrier is preferred, the purchase order must be clearly marked.

LIABILITY

No liability is assumed by our company for damage and/or injury resulting from use of the specified carrier.

CREDIT

For new accounts that have not established credit with Winsted, a sufficient amount of time should be allowed to obtain proper credit information. Please be sure to provide your bank information and two trade references with initial order. If immediate shipment of order is desired, Winsted does accept credit cards, ACH payments or send check for full amount. Special order merchandise and large orders may require 50% cash in advance before shipping.

DROP SHIPMENTS

Winsted will ship orders directly to any authorized dealer's customer. Drop shipments are sent pre-paid with freight charges, plus a small handling charge added to the dealers invoice.

FREIGHT SHORTAGES OR DAMAGES

All shipments should be inspected carefully upon receipt. Before signing the freight bill have the delivering carrier note any damage, shortage or loss in writing on the freight bill. Concealed damage must be reported to Winsted within 15 days. Failure to do so places responsibility for loss with the consignee.

RETURNED GOODS

No merchandise may be returned without prior authorization. Custom items will not be accepted on a return. Call Toll-Free 800.447.2257 to our Customer Service Department and obtain a "Return Authorization Number." All returns are to be prepaid. All return merchandise is subject to a 15% restocking and handling charge. Credit will be issued provided products are returned in undamaged condition, and in their original packaging.

TERMS OF SALE

Terms are Net 30 days after credit has been established. Outstanding past due balances are subject to a finance charge of 1-1/2% per month. All terms, conditions, specifications and prices are subject to change without notice.

YOUR SATISFACTION IS GUARANTEED!