



## Winsted Warranty Guarantee

- Limited lifetime warranty on all fixed steel structure frame components
- 10-year warranty on adjustable, sliding, or hinges components
- 10-year warranty on solid surface material and laminated surfaces
- 5-year warranty on power actuated lift mechanisms
- 2-year warranty on general electrical components
- Chair warranty dependent on model



All warranties are effective from date of invoice. 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 accidental abuse or misuse after shipment from Winsted's factory or to goods that are altered or modified

## Customer Care Guarantee

### VALUE

Winsted provides best in class support to our customers. Trained representatives use our 3D process to help develop a full solution for your space including ergonomic evaluation, traffic flow optimization, and sightline analysis. The team gathers project information during the **discovery** phase. We specialize in **design** support to help lay out the project. The team can provide in the field support and will provide post project follow up during our **delivery** phase.

### 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.

### PRODUCT DEVELOPMENT

The process never stops. Winsted is known as the industry leader. Our team is continually working to provide new solutions as technology changes.

### AVAILABILITY

Winsted supplies metal consoles and racks from stock and also provides custom solutions. Call for product specific delivery times.

### 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 Customers set-up time.
3. **Installed:** Product installed by trained Winsted technicians. Call for on-site installation cost.

### 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.

### CUSTOMER SERVICE

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

### 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.

**YOUR SATISFACTION IS GUARANTEED!**