



WARRANTY & RETURN POLICY

WARRANTY

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 10 years from the date of the 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 the construction method, material specifications of final product assembly adversely affect 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 tabletops 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.

Patriot Electric and Liberty Electric Height Adjustable Tables and Bases are warranted to the original purchaser for 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.

Hike Electric Bases Hike Height Adjustable table bases are warranted to the original purchaser for five years from the delivery date, under normal use for one 8-hour shift per day against manufacturing defects. At our discretion, we will repair or replace any products that we determine to be defective because 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 the purposes of this warranty, normal wear to the product finish shall not be considered a defect.

Tabletops Only. Tabletops purchased separately are warranted for one (1) year from the original invoice date 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 the construction method and material specifications of final product assembly adversely affect materials and workmanship. In no event shall liability under this warranty exceed the original purchase price. This warranty becomes invalid if the product or parts exhibits 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 tabletops 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.





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May 15, 2020

Table Bases Only. Bases are warranted to the original purchaser for 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. **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 the 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. Special-T may request samples, photos, or videos demonstrating the defect for all defective product claims 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 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 1 year from the date of the original invoice against poor workmanship and manufacturing defects. This warranty becomes invalid for products engineered by the client, whereas the construction method, material specifications of final product assembly adversely affect 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 10 years from the delivery date, 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.

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 a 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 five (5) years. COM and COL are not warranted.

Wellness and Privacy Screens: Clear Plexiglas, Frosted Acrylic, and PET Wellness and Privacy Screens are warranted for 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 within commercially reasonable standards. 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.



www.SpecialT.net

CUSTOMER SERVICE

888.705.0777

customerservice@specialt.net

WARRANTY

888.705.0777

warranty@specialt.net



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RETURN POLICY

The Return of any merchandise to the Special-T, LLC, warehouse must be authorized prior to shipment. 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. Please contact Customer Service at 888.705.0777, Monday to Friday, 8:00 am to 5:00 PM EST. Upon approval of the return, send the prepaid shipment to 11820 Wills Road, Suite 140, Alpharetta, GA 30009-0256.
- Tops - 30% restocking fee will apply if received in new condition
- Bases - 25% restocking fee will apply if received in new condition
- Products must be in new condition and in original carton
- The following items are non-returnable and non-refundable:
 - Custom table tops
 - Power and data units
 - Closeout tables and bases
 - Custom metal paint and Black Wrinkle finish
 - Metal bases with irreversible alterations

Cancellation Charges. There will be no cancellation charges prior to production. After production, the actual cost incurred will be assessed if the product cannot be sold after a six (6) month period.



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