



## WARRANTY, SHIPPING and RETURNS POLICY

### WARRANTY

Collaborative Spaces warrants for a limited lifetime, that the goods sold will be free from defects in its materials used and workmanship to the original purchaser. This warranty is effective from the date of your order being processed. Warranty timeframes for material and manufacturing defects are warranted for a limited lifetime timeframe with certain exceptions. Please refer to the applicable product page at [www.mycollaborativespaces.com](http://www.mycollaborativespaces.com) for its specific warranty information.

### EXCEPTIONS:

Electric plug and play components for power and data clamp on units (NCS power units listed separately), in the desk power units, power components for benching systems or power strips, table glides and casters, mouse pads, and wrist rests all have a warranty for 1 year.

NCS clamp on power modules, all models, 3 year warranty

Textiles for fabric dividers have a 5-year warranty

Non-electric adjustable height mechanisms, folding, nesting or flipping mechanisms, table ganging devices, modesty panel hardware, or any moving parts have a 5-year warranty.

### ELE HEIGHT ADJUSTBLE TABLE:

Electronics (motors, control boxes, hand controls) have a warranty for 3 years, structural components for 10 years (frames, paint and glides)

### CREST AND PEAK HEIGHT ADJUSTABLE TABLES:

Electronics (motors, control boxes, hand controls) have a warranty for 3 years, structural components for 10 years (frames, paint and glides)

### Warranty Claims for Defective Product

Please contact [qc@mycollaborativespaces.com](mailto:qc@mycollaborativespaces.com) or call 888-405-4305 to initiate a warranty claim. Collaborative Spaces may request pictures or videos demonstrating the issue before initiating further actions. Collaborative Spaces reserves the right to request additional troubleshooting efforts to identify / resolve the issue before sending replacement parts, as well as to request the return of any or all impacted products for evaluation. No labor charges will be paid for trouble shooting warranty claims. Assistance in trouble shooting can be done over the phone with the customer at site. Trouble shooting is part of the ownership responsibility of the end user to understand how to properly use and correct any simple reset issues with their table. No merchandise shall be returned without prior approval from Collaborative Spaces. When available, Collaborative Spaces may utilize their own repair team to resolve any issues in the field.



## WARRANTY, SHIPPING and RETURNS POLICY

### SHIPPING

Collaborative Spaces ships product standard ground thru designated quality carriers. Priority or express shipping may be done at additional costs over our standard freight policy. Special circumstances such as call before delivery, scheduled appointments and non-standard off-loading scenarios, such as lift gate trucks needed can be quoted and will be outside of our standard delivery policy. We do not provide inside delivery.

#### Shipping Claims for Damaged or Concealed Damaged Product

Please contact [qc.mycollaborativespaces.com](http://qc.mycollaborativespaces.com) or call 888-405-4305 to initiate a shipping / concealed damage claim. If any portion of your product is received in damaged condition, either apparent or concealed, it is the responsibility of the customer to note any perceived damage on the carrier's delivery receipt, accept delivery of the product, take pictures of packaging, as well as pictures of damage on each item impacted. Contact Collaborative Spaces immediately to

initiate the claim process. Product signed for and identified as damaged is not to be installed but left in the packaging until the claim process is completed.

Concealed damage must be reported to Collaborative Spaces within 5 business days from date of delivery. Pictures of packaging as well as pictures of each item impacted must be provided. Failure to report concealed damage or provide required pictures within 5 business days from date of delivery will result in customer assuming liability of damage.

#### Shipment Delays

Collaborative Spaces is not responsible for any shipment delays due to unforeseen circumstances, such as traffic, equipment problems, inclement weather, refused shipment at delivery location, or local limitations due to large trailer etc.

#### Missing / Lost Packages

To report a missing / lost package, please contact [qc@mycollaborativespaces.com](mailto:qc@mycollaborativespaces.com) or call 888-405-4305. Please note, a package must be undelivered 24 hours after the expected delivery date and time to be considered lost / missing. If proof of delivery indicates that the shipment was delivered and signed for in full, customer assumes liability for replacing product.

#### Labor Reimbursement



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Labor will not be reimbursed for shipping / concealed damage claims or for items deemed missing where shipments were signed for as received in full. Any labor reimbursement requests **must be made prior** to incurring any charges / expenses. Repairs to product made without Collaborative Spaces consent will not be covered. Defective parts deemed under warranty will be replaced at no charge. If upon inspection of returned items, it is determined that the product failed due to misuse or improper trouble shooting identifying the incorrect part, parts may be billed or requested to be returned. Shipping cost will also be charged to send out new parts.

## PRODUCT RETURNS

Please contact Collaborative Spaces to determine if product wanting to be returned is available for return or exchange. Please note that no custom products may be returned. Product must be returned in original packaging. A restocking fee, as well as shipping charges (delivery of product and return of product) will be deducted from any return product credits. Credits will not be honored until all goods to be returned have been received and inspected by the Quality Control dept. This may take up to 30 days from receipt of returned product.

## PRODUCT CHANGES and CANCELLATIONS

Collaborative Spaces must be contacted in writing at [orders@mycollaborativespaces.com](mailto:orders@mycollaborativespaces.com) to change or cancel an order. Please specify in the subject line ORDER CHANGE or CANCEL ORDER. Order changes / cancellations must be made within 2 business days of order processing. Some order changes / cancellations outside of the 2 business days may be subject to a fee, including covering shipping charges to/from if cancelled after a product has been shipped. Collaborative Spaces will do their best to accommodate requests, however built to order products in process of being manufactured or already manufactured may not be changed or cancelled. For standard inventory items, orders for a large quantity of product that requires the acquisition / manufacturing of product to fulfill the order will be subject to a fee if cancelled after production has begun up to 50% of the order total.