

LIMITED WARRANTY

(effective May 3, 2021)



ZGO Solutions Inc. ("ZGO") warrants to the original purchaser that our products are free from defects in workmanship and materials based upon proper assembly, installation and normal use of our product ("Limited Warranty"). For this purpose, "normal use" consists of a standard 8-hour shift in a 5-day work week. ZGO will repair or replace, at its option, any product that is determined by ZGO to be defective with the same or comparable product. The Limited Warranty will apply solely to the original purchaser, and any Limited Warranty claim must be submitted by the original purchaser to ZGO within the applicable Limited Warranty period along with dated proof of purchase. This warranty applies to ZGO products delivered in the United States, Canada and Mexico. The warranty is valid from the date of delivery to the original purchaser and is non-transferable.

For all products sold under the Zen, Global, Harbor, Axis, Upgrade, Universal, and Smart System product lines:

The Limited Warranty applies for ten (10) years, except for the products listed below:

1. Table drive components, motors, crank mechanisms – Limited Warranty applies only for seven (7) years.
2. Electric table electronics and control – Limited Warranty applies only for five (5) years.
3. Work Surfaces – Limited Warranty applies only for five (5) years.
4. Privacy Screens – Limited Warranty applies only for five (5) years.
5. Power Modules and LED Lights – Limited Warranty applies only for three (3) years.

For all products sold under the eZGO Series product lines:

The Limited Warranty applies for seven (7) years, except for the products listed below:

1. Table drive components, motors, crank mechanisms – Limited Warranty applies only for seven (7) years.
2. Electric table electronics and control – Limited Warranty applies only for five (5) years.
3. Work Surfaces – Limited Warranty applies only for five (5) years.
4. Privacy Screens – Limited Warranty applies only for five (5) years.
5. Power Modules and LED Lights – Limited Warranty applies only for three (3) years.

The Limited Warranty covers only the repair or replacement of the product or defective part(s) that it determines to be defective after inspection by its authorized representative, following receipt of written notice of the defect from the purchaser within the warranty period. All costs (including, for example, installation, labor fees, or express shipping) incurred due to replacement of product or parts are not covered under the limited warranty. The Limited Warranty does not apply to products affected by any of the following conditions:

- a. Damage in shipment caused by carrier(s);
- b. Abuse, unreasonable use, mistreatment, or neglect;
- c. Improper testing, improper installation, improper storage, improper cleaning or improper handling;
- d. Unusual physical or electrical stress or abnormal environmental conditions;
- e. Damage caused by use of the product(s) contrary to any instructions issued by ZGO;
- f. Damage caused by the equipment or system with which the product(s) is used;
- g. Damage caused by use with any third-party goods, hardware, or other product(s) that has not been previously approved in writing by ZGO;
- h. Damage caused by modification, tampering, or repair not made or authorized by ZGO; or
- i. Product(s) that is determined to be stolen or damaged by an act of god.

THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE, NONTRANSFERABLE, AND ARE OFFERED IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES, OR CONDITIONS, EXPRESS OR IMPLIED. ZGO MAKES NO OTHER REPRESENTATIONS OR WARRANTIES TO PURCHASER OR ANY OTHER PERSON OF ANY KIND, WHETHER EXPRESS OR IMPLIED WITH RESPECT TO THE PRODUCTS, AND ZGO SPECIFICALLY DISCLAIMS ALL IMPLIED REPRESENTATIONS, WARRANTIES OR CONDITIONS, WITHOUT LIMITATION, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, NONINTERFERENCE, AND ALL OTHER WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. PRODUCTS SOLD HEREUNDER ARE SOLD ONLY TO THE SPECIFICATIONS SPECIFICALLY SET FORTH BY ZGO IN WRITING. ZGO'S SOLE OBLIGATION FOR A REMEDY TO PURCHASER IS REPAIR OR REPLACEMENT OF NONCONFORMING PRODUCT OR PARTS, AS SET FORTH ABOVE. PURCHASER ASSUMES ALL RISK WHATSOEVER AS TO THE RESULT OF THE USE OF PRODUCTS PURCHASED, WHETHER USED ALONE OR IN COMBINATION WITH OTHER PRODUCTS OR SUBSTANCES.

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