

# Workbench Warranty

**BenchPro™** has been producing the nation's strongest, longest lasting ergonomic workbenches since 1987. We are so sure our products will perform properly, we offer the following warranty:

**BenchPro™** industrial grade benches, options and accessories are warranted to the original purchaser for 25 years.

## Exceptions:

Workbenches used in multiple shift operations shall have the warranty prorated accordingly. Hydraulic bench lift - system components and lighting products are warranted for ten years. Normal wear and tear is expected over time, and are not covered.

## For Service:

Call BenchPro™ at **888-700-9888** or email **info@benchpro.com**. Customers only have the obligation to report the problem and **BenchPro™** will take care of the rest.

**BenchPro™** will either refund the entire purchase price including freight and tax (if any) or replace the product or component that is defective, and pay for the freight.

## Product Returns:

As we make all orders from base materials, we charge a "restocking charge" on unneeded products. We also charge a restocking charge for products ordered but cancelled after the product is built. This is to cover our repackaging and handling. Customers pay the cost of return freight.

## Restocking charge schedule:

- A. Kennedy, Roosevelt Series in standard sizes and colors will be charged 10%.
- B. Dewey, Harding, Jefferson, Grant and Adams Series in standard sizes and colors will be charged 25% restocking charge.
- C. Any bench in a custom size or color will be charged a 50% restocking charge, as we will have a difficult time re-selling them.
- D. Custom and non-catalogue items are non-returnable.
- E. No product shall be returned after 60 days.

No return of defective product is ever required. (We may ask for an electronic photo in cases where we have not seen the problem before).

From the lawyers: In no case shall **BenchPro™**, its distributors, employees, related divisions, and other entities be responsible for any direct, consequential or indirect damage caused by the use, inability to use, or incorrect use of our products. Our liability shall be limited to replacement of product or a full refund.

Litigation: All claims and/or disputes relating to the sale, quality and/or use of our products are to be settled by binding arbitration in the state of California, county of San Diego or any other location mutually agreeable to both parties.

The arbitration shall be conducted on a confidential basis pursuant to the Commercial Arbitration Rules of the American Arbitration Association. Any decision or award as a result of any such arbitration proceeding shall be in writing and shall provide an explanation for all conclusions of law and fact and shall include the assessment of costs, expenses, and reasonable attorneys' fees, for which the losing party shall repay the prevailing party.

Any such arbitration shall be conducted by an independent arbitrator experienced in wholesale/retail distribution. An award of arbitration may be confirmed in a court of competent jurisdiction.

Destruction: Dangerous products should not be put into open waste disposal system until they have been made unusable, so no third party can claim them and be injured.

