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Ergotron® Warranty Policy

Ergotron warrants that its products will remain free of defects in material and workmanship for five (5) years. All subject to the exceptions, exclusions and limitations as set forth below.

Exceptions to this warranty include:

- Three (3)-year warranty on all Neo-Flex™ by Ergotron products
- Two (2)-year warranty on all power supply components by Ergotron; battery carries up to one (1)-year performance warranty (see Limitations below) and six (6)-month warranty against manufacturer's defects.
Note: In EU, the warranty against manufacturer's defects is two (2)-years.
- OEM products resold by Ergotron are warranted by the respective manufacturer
- Product that is refurbished by Ergotron and sold by Ergotron carries a 90-day warranty
- Ergotron warranties are nontransferable

Exclusive Remedy: If any Ergotron equipment is or becomes defective in material or workmanship during the warranty period, Ergotron will determine with the customer if the product defect is covered under warranty. Ergotron, at its sole discretion, may replace or repair the unit determined to be under warranty at a designated Ergotron location or at the customer location. The purchaser must get pre-approved authorization to return product to Ergotron. The Purchaser must contact Ergotron to obtain an RMA (Return Material Authorization) number. Ergotron will promptly repair or replace the item and ship it to Purchaser at no charge to the Purchaser. Performance of repair or replacement does not renew or extend the warranty period.

THIS REMEDY IS THE EXCLUSIVE REMEDY FOR BREACH OF WARRANTY AS TO THE EQUIPMENT, except in respect to personal injury. Purchaser shall give Ergotron immediate written notice of any personal injury resulting from use of Ergotron equipment.

Exclusions and Limitations: Ergotron disclaims liability for injuries or losses caused by or associated with installation or use of its equipment in any manner other than in strict conformance with the instructions set forth in its installation manuals, supplemental assembly and installation instruction sheets, technical bulletins or product literature, or by equipment that has been altered, damaged or misused.

Warranty on fully charged batteries left in an unused state for more than three (3) consecutive months is automatically void. Warranty on fully discharged batteries left in an unused state for more than three (3) consecutive days is automatically void.

Two (2)-year warranty on all power supply components by Ergotron; battery carries a 90 day performance warranty and six (6) month warranty against manufacturer's defects. Performance warranty is extended to 1 year on the battery providing:

- StyleLink software is installed
- Battery is not discharged below 25% capacity more than 25 times
- Battery is fully recharged at least once every 36 hours

Purchaser has not relied upon and Ergotron disclaims any and all warranties other than the expressed warranty stated above, subject to the exclusions and limitations provided herein. Ergotron disclaims all other warranties, expressed or implied, including but not limited to the warranties of merchantability and fitness for a particular purpose. Ergotron further disclaims liability to purchaser and all others for all consequential, incidental and special damages caused by or in connection with the products, their use or misuse, and their performance or nonperformance.

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