

WARRANTY

Custom Craftworks warrants to the **original purchaser** that each product shall be free from defects in material and workmanship and agrees to remedy any such defect or to furnish a new or equal part in exchange, therefore. Warranty covers components and repairs (labor) indicated below, commencing on date of original shipment. Labor coverage may not include replacement or installation of small parts or components. Custom Craftworks Service and/or Sales will determine the technical level of service needed and approve labor coverage on a case by case basis.

Custom Craftworks reserves the right to inspect claimed defective products. No returns, replacements or repairs may be made without prior written consent. Please do not return any product to Custom Craftworks or its service center without first contacting Customer Service for a Return Authorization number. Products returned without a Return Authorization number will be refused back to the customer at their expense.

Customer is responsible for all costs associated with the return of suspect products or components to Custom Craftworks. Where at its sole discretion Custom Craftworks deems the product or component eligible for warranty repair or replacement, Custom Craftworks will pay shipping and handling back to the Customer within the continental U.S for portable tables and accessories only (Note: this excludes stationary and electric lift tables). All shipping costs, both to and from Custom Craftworks, associated with stationary and electric lift tables will be at the sole cost of the Customer.

This warranty covers defects in materials and workmanship provided such product is used for the normal purpose for which intended, and damage is not the result of abuse or misuse. This warranty does not include damages or deterioration due to normal wear and tear or damages caused by improper set-up, accidents, improper storage, misuse, or tears or cracks in the upholstery due to improper care or cleaning. The customer shall be responsible for the proper set-up and use of the product. Under no circumstances is Custom Craftworks liable for any direct or indirect costs or damages.

This warranty is invalid, and our liability terminates if modifications or repairs are made to the product without the written authorization of Custom Craftworks. We are not responsible for charges for repairs or other work, without prior written authorization by Custom Craftworks. We reserve the right to repair or replace defective products at our sole discretion. Some replacement parts may vary from those originally supplied and are subject to availability. Customized or discontinued products and options may not be available for replacement.

The warranty outlined herein is the sole and exclusive warranty provided by Custom Craftworks. There are no other warranties or guarantees provided by Custom Craftworks, either expressed or implied, including any warranties of merchantability or fitness for a particular use. Incidental or consequential damages are excluded. We do not assume for us any other liability in connection with the sale of our product.

OUR BRANDS



Note: Warranty periods listed below apply only to products purchased in new condition. Any tables sold as a factory blemish or in used condition are sold 'as-is' and are limited to a (1) year warranty on the frame only, commencing on date of delivery.

Solutions Series & Signature Spa Series: Portables and Stationary

Products: Heritage, Destiny, Luxor, Challenger, Melody, Sidekick, Aura

Parts Warranty: 5 Year on frame (Structural Only)
5 Year on foam
3 Year on upholstery
1 Year on moving components, hardware, and accessories

Labor Warranty: No charge for repairs at Custom Craftworks facility
(customer responsible for returning table)

Exceptions: Companion – 2 Year on frame (Structural Only)

Classic Series: Portables

Products: Athena, Omni, Feldenkrais, and Alexander

Parts Warranty: Limited Lifetime on frame / 10 Year International (Structural Only)
5 Year on foam
3 Year on upholstery
1 Year on moving components, hardware, and accessories

Labor Warranty: No charge for repairs at Custom Craftworks facility (customer responsible for returning table)

Classic Series & Signature Spa Series: Stationary and Electric Lift

Products: Taj Mahal, Pro Series, Elegance Series, Majestic Series, McKenzie Series, Hands Free Series, Signature Spa Series Hands Free, and M100 Series

Parts Warranty: Limited Lifetime on frame / 10 Year International (Structural Only)
5 Year on foam
3 Year on upholstery
2 Year on electrical components
1 Year on moving components, hardware, and accessories

Labor Warranty: Labor covered on repairs in 1st year

Exceptions: E100 Series and Pedestal Deluxe Electric Table
5 Year on steel, aluminum (Structural Only), or wood frames
5 Year on foam
3 Year on upholstery
2 Year on electrical components
1 Year on moving components, hardware, and accessories

OUR BRANDS

Storage

Products: Trolley Carts, Carts, Cabinets, Kiosks, and Lockers

Parts Warranty: 5 Year on steel, aluminum or wood frames (Structural Only)
 3 Year on laminate, phenolic, or plastic frames
 1 Year on moving components, hardware, accessories, and custom-printed graphics

Labor Warranty: Labor covered on repairs in 1st year

Accessories

Products

Warranty

Face rest, base, and pillows	1 Year
Bolsters, side arms, and extensions	1 Year
Table Carts	1 Year
Table Bags	1 Year
Under Table Shelves	1 Year
Stools	1 Year
Stone Heaters & Stones	1 Year
Oil/Lotion Warmer	1 Year
Towel Cabinets	1 Year
Table Warming Pad	1 Year
Wellness Mats	10 Years
Wellness Mat Logos	1 Year
FMST Tools	Limited Lifetime
Oil Holsters	90 Days
Omni Cervical Relief Pillow	Out of box*
Disposable Face Rest Covers	Out of box*
Table Linens	Out of box*
Oils, Creams, and Lotions	Out of box*

***Out of Box Failure:** An out of box failure is defined as a product that fails to perform correctly due to a defect in workmanship or material during the initial set-up and installation of the product. To qualify as an out of box failure, Custom Craftworks must be contacted, and a return authorization issued within thirty (30) days from original shipment of the product.

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Obtaining Warranty Service

If you have a warranty related question or concern, please e-mail us at service@pivotalhealthsolutions.com. Please include your invoice, table or chair serial number to expedite the process. Table invoice numbers are found on the underside of your table or chair. For all other products, please reference the invoice number found on your invoice.

***** HOW TO CLEAN YOUR UPHOLSTERY PRODUCTS *****

- For day to day cleaning, a solution of 10% mild household liquid dish soap with warm water, applied with soft damp cloth. Rinse with clean water and dry.
- For stains, dampen a soft white cloth in a one to one (1:1) solution of Fantastik® and water OR Formula 409® and water. Rub gently and rinse with a water dampened cloth.
- For more difficult stains, dampen a soft white cloth with a solution of household bleach (10% bleach / 90% water). Rub gently and rinse with a water dampened cloth to remove bleach concentration.

There is a disinfecting wipe on the market called Protex Ultra Disinfectant Wipes. Many of our customers use these.

WHAT NOT TO USE: Using the wrong cleaning agents you can void your warranty and crack, dry out and destroy your vinyl. Do not use any cleaning agents that contain alcohol, harsh chemicals or abrasives. **When in doubt, give us a call!**

OUR BRANDS

