

WARRANTY POLICY

15 YEAR WARRANTY

We guarantee our high quality ergonomic work tools with an industry leading 15 year product warranty. All ESI products are covered under a 15 year warranty, except the products listed below:

10 YEAR WARRANTY

- Eppa™ and Eppa2

7 YEAR WARRANTY

- Electric table components
- Motors
- Crank mechanisms
- Counter balance mechanisms
- S2S

5 YEAR WARRANTY

- Laminated worksurfaces

3 YEAR WARRANTY

- Lift and Climb series

2 YEAR WARRANTY

- Palm rests and mouse pads

1 YEAR WARRANTY

- Pencil drawers
- Fluorescent ballasts
- LED transformers
- Power solutions

ESI warrants to the original purchaser that its products are free from defects in workmanship and materials based on normal installation and use of the product in an 8-hour shift.

ESI will repair or replace any product that is determined to be defective with the same or comparable product after inspection by an authorized ESI representative. Warranty shall apply to original purchaser only and request must be submitted with original PO number.

Warranty does not apply to damage in shipment caused by carriers, damage caused during installation, normal wear and tear, use or conditions. Products that are modified or tampered with in any way by any person other than an authorized ESI representative will not be covered under warranty. Costs (such as installation, labor fees or express shipping) incurred due to replacement of products will not be covered under warranty.



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