



Official Warranty

The Ergonomyx Smart Sit-Stand Desk is covered by a limited warranty up to 5 years from the date of delivery. This covers any defects in workmanship or material, both for the bamboo tabletop and the frame. A product “defect” means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Ergonomyx or an Ergonomyx Authorized Reseller and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product. Any product, part, or component must have been used according to the instructions provided by Ergonomyx. Any misuse, abuse, or modification to the original product voids the warranty. The Under-the-Desk Bike as well as the Sit-Stand Desk’s electronic components are covered under warranty for 2 years after the date of delivery under the same conditions as the frame and tabletop (normal use, no modifications).

If any defect covered by this warranty is discovered, we will repair or, at our option, replace any such defective product. In most cases we will replace defective electronics, tabletops, or frames individually as needed rather than replace entire units. Defective products must be sent back safely and securely to avoid further damage to the product. If Ergonomyx determines that repair or replacement is not commercially practicable or cannot be completed in a timely manner, Ergonomyx will refund or credit the purchase in accordance with the damage incurred.

Our warranty does **not** cover any of the following:

- Labour required to repair the product
- Consumables such as batteries or screws
- Normal wear and tear of the tabletop, frame, or paint finish
 - Variations occurring in surface materials (e.g., colorfastness (except paint), matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in bamboo
 - Natural variations in bamboo or figure, or the presence of character marks
 - Changes in surface finishes, including colorfastness, due to aging, exposure to light or direct sunlight
 - Bamboo color, grain and stain acceptance which may occur due to the natural elements of wood;
- Products that have been stored or assembled incorrectly
- Damage if used inappropriately, abused, misused, altered/modified
 - Includes water damage, cuts, scratches, or other damage caused by impacts or accidents.
- Cleaned with wrong cleaning methods or wrong cleaning products.
- Products that have been placed outdoors or in a humid environment, or if the products have been used for commercial industrial purposes (unless otherwise stated).
- Any attempted repairs by anyone other than an Ergonomyx employee without prior consultation with the Ergonomyx team
- Any damages incurred as a result of collision with other furniture or equipment that is obstructing the Sit-Stand Desk
- Failure to install or maintain the products in accordance with product instructions and warnings
- The substitution of any unauthorized non-Ergonomyx components for use in the place of Ergonomyx components in an integrated product solution, including but not limited to worksurfaces, leg supports, panels, and other integral components