

Ergonomic Solutions Group Products Warranty & Returns Policy

Ergonomic Solutions offers a five-year, return to base warranty on all metal parts, covering product and manufacturing defects. This does not include misuse by the user. Plastic and rubber parts and products containing electrical components have a two-year warranty against product and manufacturing defects. This does not include misuse or natural wear and tear.

Should Reseller / End User have any issues with the quality of the goods supplied, they should report this in writing to Ergonomic Solutions. Reseller / End User should quote the original delivery date and / or the order number under which the goods were supplied.

If the reported problem is covered by the product warranty and the part is in stock Ergonomic Solutions will dispatch a replacement immediately. If not in stock, a replacement will be ordered.

Reseller / End User should return the faulty part(s) to Ergonomic Solutions within seven days of the replacement item being supplied so that the part(s) can be put through the Ergonomic Solutions quality process.

The cost of supplying the replacement part(s) will be borne by Ergonomic Solutions, the cost of returning the faulty part(s) will be borne by Reseller / End User.

In the event that Ergonomic Solutions supply the incorrect goods against any order, Reseller / End User should advise Ergonomic Solutions immediately, quoting the nature of the problem and the delivery date and / or the order number under which the goods were supplied. In such an event, Ergonomic Solutions will bear all costs associated with the supply of the correct goods and the collection of the incorrect goods.