



Gostand UK Product Warranty

Issue 3 12/07/21 covering purchases on or after this date

All Gostand Limited products are covered by a limited return to base manufacturer warranty, based on the age of the product and subject to normal use. Return to base warranty means that if a customer wishes to avail of their warranty, it is their responsibility to return the product to us. We would recommend that you keep all original packaging for the duration of your warranty period so that in the unlikely event that you need to make a warranty claim you can safely return the product to us.

1. What is covered?

Any products rendered unfit for purpose as a result of a manufacturing flaw or defect within a given timeframe.

Desk frames: frames, electronics, and motors. We cover any defects or malfunctions in the desk frame including the motor, metal/aluminium components, controller, switch, electronics, and mechanisms.

Desktops: we cover any desktops that are rendered unusable as a result of a manufacturer's defect.

All other products: we warrant that our accessories, desktops workstations, chairs and stools are free from any defects in materials or workmanship.

2. What is not covered?

2.1 This warranty does not cover problems due to improper use of our products, improper assembly, unauthorised modifications, normal wear and tear, accidental damage, operation outside the normal environment of an office and any and all issues caused by external forces and actions not related to the manufacture of the product. Consequential and incidental damages are not recoverable under this warranty.

2.2 Imperfections in unseen areas. Due to the nature of manufacturing goods, it is sometimes necessary to leave small areas uncoated or to use some very minor fixtures or jiggling during assembly. These can leave surface defects and can in certain occasions leave minor discoloration. The main reasons are hanging of powder coatings, gating on polymers, overspray on certain areas and press tool marks. Provided that these imperfections are small and in unseen areas of the furniture Gostand Limited retains the right for such small imperfections to exist in its products and does not accept them as evidence of the goods being faulty. Gostand Limited reserves the right to be the arbiter of

what does and does not constitute a visible imperfection. Our decision is binding and final.

2.3 Surface defects

2.4 Consequential (the cost of repairing or replacing other property damaged in the event of our product malfunctioning) and incidental (loss of time, loss of use) damages are not recoverable under this warranty.

2.5 Gostand Limited provides a Manufacturer's Warranty and cannot be held liable in the event that the product originally sold is no longer in manufacture or has been superseded and thereby it is unable to provide the product guarantee due to non-availability of spare parts. In such a case an alternative solution will be proposed which does not leave the customer materially disadvantaged.

3. What duration of cover do I have?

Warranty relates only to the original owner and no other party for the full term of time period listed below.

Desk Frames:

- Series 2 (S2) manual, rectangular leg, square leg and Pro - 5 years
- Series 3 (S3) rectangular leg - 3 years
- Series 4 - (S4) 5 years

Gostand Desk-top - 5 years

All other products - 1 year

4. When does the warranty start?

The warranty commences from the date of delivery of the goods. If a claim is made against the warranty, it does not re-start from the date of claim. The start date remains the initial delivery date.

5. How to make a warranty claim

Should something go wrong with your Gostand product within your warranty period firstly please contact us. Do not attempt to repair or tamper with the product as your actions may render your warranty claim invalid.

5.1 For all desks, please complete the relevant online fault reporting form. For all other products email us at support@gostand.co.uk advising your original order number and proof of purchase and attaching photos and video evidence of the issue.

5.2 If your warranty claim is valid, we will ask that the defective part is returned to us at your cost for a full diagnostic inspection. You must package the product preferably in its original packaging to prevent any shipping damage. You must photograph the product and package before it is collected by the courier as this will help us to resolve any

possible discrepancies between what has been reported as returned and what has been actually returned. Failure to do so will negate your right to discuss the condition of returned goods to us.

5.3 If upon inspection we are happy that there is a manufacturing fault, we will repair or replace the faulty component or replace with an equivalent solution to the one being replaced, return the product to you and refund your shipping costs. This is the more likely eventuality.

5.4 If upon inspection we discover evidence of misuse, accidental damage or tampering, your warranty claim will be rendered invalid. In this case we will notify you of the cost to repair or replace. If you do not wish to make use of this service, we will offer to repackage the product in its current state and return it to you at your cost.

5.5 For a known manufacturing fault we may not ask for the product to be returned but will send a replacement part out directly by 2-3 day courier. This is at our discretion and will only happen in rare circumstances.

5.6 If, after the first year of purchase, a product cannot be replaced or repaired for operational reasons Gostand Limited retains the right to make a partial refund for the product in lieu of a replacement or repair. The period of use and depreciation of the product will be taken into account in such a case. This clause is unlikely to be invoked and is included to provide our clients with security in case of major trade disruptions, catastrophic interruption of manufacturing capacity or a similar eventuality.

Warranty decisions and rejected claims

Gostand Limited reserves the right to dismiss any and all claims that it believes not to be caused by a manufacturing fault with the equipment. The decision of Gostand Limited is binding.

Problems outside the warranty?

We will always try and assist any client who has damaged their product through accident. We do this on a case-by-case basis. We will be happy to supply spare parts at reasonable cost or should a product be from a discontinued line then offer a similar item at discount.

14-day return

If you change your mind or are unhappy with your order, you can return them within 14 days of delivery. All goods must be returned in the same state and condition that they were delivered. For a refund, all the original packaging as well as any documentation, must be returned in a resalable condition, or you may be subject to a restocking fee (up to a maximum of 25%). Packaging and posting costs are not refunded unless the goods are found to be faulty.

Products must not be returned to Gostand Limited without completing our online Goods return Form. Any products returned without notifying us via the online Goods Returns

Form will not be accepted by our warehouse. The cost of the return of the products to Gostand Limited is to be borne by the customers unless otherwise arranged in advance.

It is the responsibility of the customer to ensure the safe return of goods to the company.

Please make sure parcels are adequately protected for transportation by using all original packaging. We cannot be held responsible for loss or damage to goods in transit being sent to us by a third party. Do not write on or use tape directly on the actual goods' packaging as this will regrettably incur a repackaging fee.



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