

FLAT® EQUALIZERS Warranty Policy

In the unlikely event that you experience difficulties with your FLAT Equalizers product, please contact the distributor or the retailer from whom you purchased the product to discuss your issue or any warranty claim.

Warranty Conditions:

1. The FLAT® product, consisting of the FLAT® Equalizers only, is warranted for 24 (twenty four) months from date of purchase (unless specified elsewhere under special dealer extended terms, see dealer documents), subject to the terms and conditions contained herein.
2. The product will be repaired or replaced by FLAT® or FLAT®'s authorized distributors, if at their sole discretion it is found to be faulty within the terms of this warranty and within the warranty period. (Inspection and handling charges may apply if your product is not covered by our warranty terms and conditions)
3. Repaired or replaced parts, or products, will be warranted for the remainder of the original warranty period or for 90 days from the date of repair, whichever is the longer.
4. This warranty only applies to products sold and distributed internationally by FLAT® and its authorized distributors and/or retail outlets.
5. This warranty only applies if the product has been used in accordance with the manufacturer's instructions under normal use and with reasonable care (in the opinion of FLAT® or FLAT®'s Authorized Distributors) subject to all terms and conditions set out in this document.
6. This warranty specifically applies to FLAT® Equalizers product subject to all terms and conditions set out in this document and expressly does not apply to any Non-FLAT manufactured table base or similar product to which the FLAT® Equalizers may be fitted. Installation of the FLAT® Equalizers product is made solely at the customer's discretion and the customer acknowledges that FLAT cannot be held responsible for any incidental or consequential damages resulting from the installation of this product to old and/or damaged Non-FLAT manufactured table bases or similar products.
7. What this limited warranty does not cover: (a) Defects or damages resulting from the misuse of this product. (b) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture, oils and solvents, extreme environmental changes such as temperature and humidity, dampness or corrosive environments, unauthorized modifications, unauthorized repair, neglect, rough handling, abuse, accident, alteration, acts of War, acts of God. (c) Breakage or damage to external parts; unless caused directly by defects in materials or workmanship. (d) The cost of delivery or transportation of the product to the distributor. (e) Normal wear and tear. (f) If the Product has been opened, modified or repaired by anyone other than an authorized FLAT representative, or if it is repaired using unauthorized spare parts.
8. FLAT® reserves the right to repair or replace your product with a new or re-furbished equivalent device. All parts or faulty product that have been replaced or exchanged become the property of FLAT.

LIMITED WARRANTY TO THE EXTENT PERMITTED BY APPLICABLE LAW: THIS LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST FLAT® AND FLAT®'S SOLE AND EXCLUSIVE LIABILITY IN RESPECT OF DEFECTS IN THE PRODUCT. HOWEVER, THIS LIMITED WARRANTY SHALL NOT EXCLUDE NOR LIMIT ANY OF YOUR LEGAL (STATUTORY) RIGHTS UNDER APPLICABLE STATE OR PROVINCE LAW/S. TO THE EXTENT PERMITTED BY APPLICABLE STATE OR PROVINCE LAW/S, FLAT® DOES NOT ASSUME ANY LIABILITY FOR LOSS OF OR DAMAGE, FOR ANY LOSS OF PROFIT, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, OR SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE. TO THE EXTENT PERMITTED BY APPLICABLE STATE OR PROVINCE LAW/S, FLAT®'S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF THE PRODUCT. FLAT® RESERVES THE RIGHT TO CHANGE PRODUCT FEATURES AND WARRANTY PROCEDURES WITHOUT NOTICE.