

Product Warranty Glide Monitor Arm

ABL warrants that its commercial products are free from defects in materials and workmanship.

ABL will repair or replace with comparable products, at its option, and free of charge (for material and components) any product, part, or component which fails under normal use as a result of such a defect during the warranty period.

A. Items covered by the Warranty -

- Fifteen (15) years on material & workmanship for Monitor Arm Support Cylinders;
- Fifteen (15) years on materials & workmanship on the following components:
 - Monitor Arms;
- Two (2) years materials & workmanship on the following components:
 - High wear parts: Hinges, Friction Surfaces, Mechanisms, Bearings, Electrical components & Lighting Elements;

B. Warranty Exclusions –

This warranty does not apply to product defects resulting from:

- Normal wear and tear;
- Failure to apply, install, reconfigure or maintain products according to provided instructions and guidelines;
- Failure to operate the product in accordance with ABL's instructions;
- Alteration of the product by others.

Variations occurring in surface materials, (e.g. colour fastness and colours across similar substrates), are not covered by this warranty.

ABL reserves the right to request that the damaged product, part, component is returned before repair or replacement occurs. ABL reserves the right to conduct an inspection and analysis of the defect. Return costs shall be at ABL's costs; however, if our inspection and analysis discovers that the defect resulted from the above exclusions, the repair or replacement costs, including the initial return shipment costs as well as the cost to send the product / part / component back to you shall be at the customer's cost.

This limited warranty shall be the sole remedy against ABL or its manufacturer in the event of any product, part and component defect.

ABL's liability for any warranty defect shall be strictly limited to the herein stated warranty terms and conditions. In addition, ABL shall not be liable, whatsoever arising, for any consequential or incidental damages, including loss such as Loss of business, loss of production, loss of use, loss of contract, and loss of profit.

The warranty period commences upon shipment of the product to the designated location cited in the Contract, the Agreement, or the Purchase Order or upon payment to the customer, whichever the latest.

Warranty response times:

Monday – Friday 9AM to 5.00PM, excluding public holidays. All warranty inquiries or requests will be responded to in the next business day.