

WARRANTY EVALUATION WORKSHEET

Review these questions with your salesperson for a full understanding of the warranty. If a company has faith in its products and service department, the warranty should reflect that, and the salesperson should be able to clearly explain any legal lingo. Don't be afraid to keep asking questions until you fully understand what the warranty covers and how it works.

WARRANTY DURATION	NOTES
How long does the warranty last?	
Do different parts have different warranties?	
When does the warranty start? (After shipping, after installation or another time?)	
When does the warranty end?	
How will I know when it comes to an end?	
Is an extended warranty available? <ul style="list-style-type: none"> • How much does it cost? • What does it cover? 	
COVERAGE	NOTES
Which components are covered? How long? <ul style="list-style-type: none"> • Lift columns • Lights • Monitor arms or monitor arc • Heating and cooling fans • Power strips • Work surfaces (laminated desktops, etc.) • Panel tiles (fabric or laminate) • Lift cases • Cabinets, doors and hinges 	
What problems are covered? (Raising/lowering issues, stability, desktop damage, etc.)	
Does the warranty include labor for repairs?	
Do you need to ship back the failed part?	
Do you need to pay freight on the new part?	

RESPONSE	NOTES
<p>What will the company do if something fails?</p> <ul style="list-style-type: none"> • Repair it? • Replace it? • Give your money back? • Whichever you prefer? 	
<p>How do you return the product when necessary?</p>	
SERVICE CONTACT & TIME	NOTES
<p>Do you need to perform and basic troubleshooting before the warranty kicks in? (Checking power/cables, for example.)</p>	
<p>Who do I contact if something fails?</p>	
<p>Can I speak to a person 24/7? If not, what is the guaranteed response time?</p>	
<p>If a part is manufactured by another company, do I need to contact that company? (For example, a light or electric component.)</p>	
<p>Are new parts guaranteed to be available?</p>	
<p>What is the average amount of time for warranty work?</p>	
<p>How do I get service when the warranty ends?</p>	
CONDITIONS & LIMITATIONS	NOTES
<p>Does coverage require regular certified maintenance? What would be the cost of a maintenance program?</p>	
<p>What specifically is not covered?</p>	
<p>If something is not covered, can you still help repair it for a fee? (For example, reasonable wear and tear, electrical surges, light bulbs.)</p>	
<p>Is there anything that would void the warranty?</p>	
ADDITIONAL NOTES	