

Standard Warranty Period

Twelve (12) years

Warranty Period Exceptions

Twenty (20) years

- Bretford Library Furniture

Fifteen (15) years

- Mobile Pro® Desk Mounts

Five (5) years

- Bretford Wood Library Chairs
- Soft Seating Foam *(This does not include softening and/or flattening of the foam that occurs as a result of normal use and/or aging, which are excluded.)*

Three (3) years

- Electrical Components in TechGuard™ Charging Locker
- Electrical Components in Mobility Cart™ products
- Electrical and Data Components in Link™ carts
- Electrical Components in Pulse™, Focus, Core X and Core™ products
- Electrical and Data Components in PowerSync Cart® and PowerSync Tray® products
- Electrical and Data Components in PowerSync+™ Carts and Stations
- Electrical Components in PureCharge™ Carts and Stations
- Electrical Components in PowerRack® products
- PowerSync D20®
- Electrical Components in CUBE Cart
- Electrical Components in EVER Cart

Two (2) years

- PowerSync Roller® products

One (1) year

- Speakers and Switches
- Gas Shock Assemblies
- Electrical Components in EXPLORE® products
- Electrical Components in MOTIV™ products
- Electrical Components in Plus products
- Electrical Components in Bretford Basics® products
- Locking Components in TechGuard™ Charging Locker

Fifteen (15) years/Four (4) years on electrical components, for the following models, manufactured on or after February 2017.

HKPX2VC/A	HA131LL/A	HGFN2LL/A
HKPY2VC/A	TY173LL/A	HGFP2LL/A
HKPZ2VC/A	TY174LL/A	HGFQ2LL/A
HKWH2LL/A		
HKWJ2LL/A	HE405LL/B	HB717LL/A
HKWK2LL/A	HE406LL/B	HB718LL/A
	HE407LL/B	HB719LL/A
HFSP2LL/A		HC817LL/A
TJ540LL/A	HGFM2LL/A	HGVA2LL/A

FOR MORE INFORMATION

11000 Seymour Avenue | Franklin Park, Illinois 60131 USA | 800-521-9614

BRETFORD.COM

Bretford, B design, Mobility Cart, Link, Pulse, Core, PowerSync Cart, PowerSync Tray, PowerSync+, PureCharge, PowerRack, PowerSync D20, PowerSync Roller, MOTIV, Basics, TechGuard and EXPLORE are trademarks or registered marks of Bretford Manufacturing, Inc. Patents Pending. ©2015 Bretford Manufacturing, Inc. All rights reserved. All other referenced product names and logos are trademarks of their respective owners.

Effective: 02/2017



Bretford Manufacturing, Inc.® (“Bretford”) designs and manufactures its products to provide dependable operation. Therefore, Bretford warrants to you, the end-use purchaser, that all products it manufactures shall, under their normal intended use in accordance with Bretford published guidelines, be free from defects in material or workmanship for the warranty periods set forth below. Warranty periods commence on the documented date of purchase, or if such documentation is not provided, then on the date of manufacture. Any product which under its normal intended use fails to function within the applicable warranty period and is found defective in material or workmanship by Bretford, will at the option of Bretford be either repaired or replaced with the same or a functionally equivalent product without charge to you. To the extent permissible, this Warranty is governed by and shall be construed under, the laws of the State of Illinois, and is not assignable.

Bretford Customization Services

Products developed by Bretford Customization Services (BCS) will have the warranty period set forth in the applicable Statement of Work (“SOW”) and will follow the warranty terms set forth in this Limited Warranty unless otherwise specified in the SOW.

Soft Seating Fabric/Leather

Warranty of fabric and leather offered as part of the Bretford Grade-In program is dictated by the materials manufacturer and passed on accordingly. Therefore they are not covered by this Limited Warranty. Customer owned or supplied material is not warranted.

Warranty – Not Covered

This Limited Warranty does not cover product misuse, abuse, or any cosmetic damage. Bretford is not responsible for damage arising from failure to follow instructions, user guides, and other guidelines relating to the product’s intended use. Bretford is not responsible for injury or loss caused by or associated with the installation and/or use of product in any manner other than in strict conformance with the instructions set forth in its installation manuals, supplemental assembly and installation instructions, technical bulletins and/or product literature. Bretford must be immediately advised in writing of any personal injury resulting from the use of its products.

In addition, Bretford does not warrant damages or defects to its products under the following conditions: an Act of God, unauthorized service or repair of the products, damage from electrical power problems, usage of parts or components not supplied by Bretford, unauthorized changes/alterations to the Bretford product including any repairs not performed by or authorized by Bretford, shipping damage (other than original shipment from Bretford if covered in the purchase order), failure to perform preventative maintenance, or damage caused by peripherals or software, vandalism or from other external sources.

Procedures for Warranty Repairs or Replacements

In the event that Bretford determines that a product defect is covered under this Limited Warranty, Bretford, at its sole discretion, shall either replace or repair the product. In such cases the labor costs associated with the repair of the product will be the responsibility of Bretford, provided that you follow these procedures. Bretford may direct you to return the product to Bretford for repair services or replacement, may arrange for on-site repair, or may direct you to a third party for the repairs. You must receive pre-approval by Bretford for the labor costs prior to repair of products under warranty. You must contact Bretford to obtain a Return Material Authorization (RMA) number for any product returned for service or replacement. An RMA number may be obtained by contacting Bretford Customer Care online or by telephone within your specific region. Contact information



is available on the Bretford website bretford.com and as set forth below. Performance of any repair or replacement of a product under this Limited Warranty does not renew or extend the warranty period.

Non-warranty Repair

Products can become damaged or in need of repair through no fault of workmanship or material. Bretford Customer Care will attempt to assist customers, resellers or installer/integrators with possible solutions to product repairs not covered by this Limited Warranty. Repairs or replacements on products not covered by this Limited Warranty carry a 90 day limited warranty effective upon receipt or upon installation when the product is returned to service, subject to the terms hereof.

Warranty Limitations

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY AND TO THE GREATEST EXTENT ALLOWED BY LAW, BRETTFORD MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATIONS, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND NON-INTERFERENCE. BRETTFORD DOES NOT WARRANT THAT YOUR USE OF THE BRETTFORD PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD, TO THE GREATEST EXTENT ALLOWED BY LAW. THIS LIMITED WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTIFICATION, AND MAY NOT BE MODIFIED BY ANYONE OTHER THAN BRETTFORD.

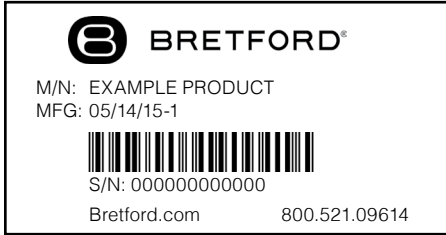
EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, BRETTFORD IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE PRODUCT, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED IN THE PRODUCT.

FOR CONSUMERS: SOME STATES (OR COUNTRIES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LAST, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME STATES (OR COUNTRIES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.



Making Warranty Claims

Warranty claims should be processed by the end customer contacting the Bretford Customer Care. Prior to contacting Bretford, please have ready the model number of the unit you are submitting for a claim and the serial number. The model number can be found on the Bretford label attached to the product



Sample Warranty Sticker.

Model numbers can be found on the Bretford label on the underside of the product, on the warranty sticker.

Bretford Customer Care

Bretford Customer Care can be contacted in one of the following ways:

Email: customerservice@bretford.com

Phone: +1-847-678-2545

US Toll Free Phone: +1-800-521-9614

Website: bretford.com, click on Chat Now

Additional Legal Rights for Consumers. If you acquired a Bretford product for personal family or household purposes, then as a “Consumer” these additional provisions apply to you:

- This Limited Warranty gives you specific legal rights and you may have other rights which vary from State to State (or by Province, Country or Jurisdiction for international consumers).
- Any rights under applicable consumer protection laws for the location in which you purchased your Bretford product or where you now reside, are in addition to your rights herein.

For Quebec Consumers

Residents of Quebec are governed by that province’s consumer protection legislation.

For United Kingdom or Ireland Consumers

If a product is defective consumers may, in addition to any other rights which they may have under consumer law in the UK and Ireland, avail themselves of the rights contained in: for products purchased in Ireland: the Sale of Goods Act, 1893 (in particular Sections 12, 13, 14 and 15), the Sale of Goods and Supply of Services Act, 1980 and the European Communities (Certain Aspects of the Sale of Consumer Goods and Associated Guarantees) Regulations 2003 (S.I. No. 11/2003); for products purchased in the UK: the Sale of Goods Act 1979 (in particular Section 12), the Supply of Goods and Services Act 1982 (in particular Section 2) and the Sale and Supply of Goods to Consumers Regulations 2002.

