

# InnerSpace® Product Warranty

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This warranty is our promise to our customers that InnerSpace stands behind its products and their quality. Unless otherwise stated by InnerSpace, the following are the warranty terms.

## **Evolve, Roam, and Pace Products**

Evolve, Roam, and Pace products, under normal use and conditions, are warranted to the original buyer that they will be free from defects in material and workmanship and conditions for five (5) years from the date of receipt. The five-year warranty excludes electronic components, which are warranted for one (1) year.

## **Ventaire™ Endoscopy System**

Ventaire Endoscopy System products, under normal use and conditions, are warranted to the original buyer to be free from defects in material and workmanship for a period of five (5) years from date of receipt. The five-year warranty excludes electronic components and the Ventaire Drying Unit, which are warranted for one (1) year.

## **Quick Open Storage**

Quick Rack, Quick Wall, and Quick Wire products, under normal use and conditions, are warranted to the original buyer to be free from defects in material and workmanship under normal use for a period of one (1) year from date of receipt.

## **Custom Products**

Custom products, under normal use and conditions, are warranted to the original buyer to be free from defects in material and workmanship for a period of one (1) year from date of receipt.

## **InnerSpace Cloud Services**

Orders with technology services are subject to our Master Service Agreement. (<https://innerspace.cloud/msa>).

## **Electronic Components**

Electronic components and subassemblies, under normal use and conditions, are warranted to the original buyer to be free from defects in material and workmanship for a period of one (1) year from the date of receipt.

Electronic components and subassemblies for Ventaire Endoscopy System products and InterConnect locks, under normal use and conditions, are warranted to the original buyer to be free from defects in material and workmanship for a period of one (1) year from the date of receipt.

## **Restrictions and Exclusions**

This warranty applies only to the original buyer; all subsequent purchasers acquire the product "as is" without any benefit of this warranty. Warranty includes repair or replacement of product or a comparable product or component only and may not include actual labor costs to replace and/or repair the product.

Standard and custom products stored in a warehouse for an extended period of time are warranted for fifteen (15) months from date of shipment or one (1) year from date of installation, whichever occurs first.

## **Excluded from this warranty:**

- Acts of nature
- Freight damage
- Improper installation
- Lack of proper maintenance
- Failure caused by abuse or misuse
- Consequential damages or incidental damages incurred by the buyer
- Unauthorized modifications or alterations
- Wear under normal usage
- Exposure to extreme heat or moisture

## **Product Repair or Replacement**

Should defects in material or workmanship be shown to exist in any standard or custom product, InnerSpace will, at its option, repair or replace any such defective product covered by our warranty without charge. Other restrictions may apply.

## **To receive benefits under terms of InnerSpace's warranty, the buyer must:**

- Contact a Customer Service representative at 1-888-435-2256
- Provide a description and pictures of the damage, if possible
- Provide the original purchase order number or InnerSpace's order number