

Returns And Warranty

Empower the happy worker bee you!

WE STAND WITH OUR DESKS.

At our office in Virginia, we have used every one of our desks. We know making the switch to a standing desk is a big decision, and we want to do all we can to make it easier. And since we **stand** behind our products 100%, we'll let you try it out for 90 days, risk-free. If you're not completely happy for any reason, let us know. We'll take it from there.

RETURNS

With our risk-free 90-day guarantee, you may return any Stand Steady product for any reason within 90 days of the date of purchase. Simply get in touch with us and we will send you a prepaid return label.

Yup, that's right: Prepaid. Returns within 90 days are on us! Let us know if you'll need your return picked up from your home or office and we'll arrange for that, too. **We recommend keeping your original shipping box in case you need to return your Stand Steady.** However, if you no longer have your original box, please let a customer service member know so a return box can be provided. Please call or email for more details.

Your money will be refunded in full via the original form of payment within 2-3 business days upon return receipt of your Stand Steady product.

PRODUCT WARRANTY

Stand Steady products come with a one-year product warranty from the date of purchase.

Customers who have issues with a product should call or email us and provide the following information:

- Customer Name
- Order Number

1 YEAR WARRANTY

Warranty Replacements: Any failure from normal usage will be replaced free of charge within one year of the date of purchase. A failure is a mechanical breakdown of or defect in the unit that affects the user's ability to operate the product as intended. And they say a picture's worth a thousand words, so we may ask for photos or videos to best address product failure. If it is

determined that the failure was caused by misuse or abuse of the product, replacements and return shipping will be at the customer's expense. **No refunds are available after the initial 90-day risk-free period.**

Warranty Returns: Any returns outside of the initial 90-day guarantee window, but before the 1-year product warranty window, require customers to pay the freight costs to send the product(s) back to our warehouse.

ITEMS DAMAGED IN TRANSIT

Items damaged in transit may be returned or replaced under our Risk Free 90-Day Guarantee. We may ask for photos or videos for evidence.

CANCELLED ORDERS

Should you wish to cancel your order, please call our customer service team at 703-688-DESK (3375). Once the item is rerouted back to our warehouse and we verify receipt, you will be issued a full refund. This usually takes a few days.

Website: <https://standsteady.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.