



Phone: 800.627.2387
Fax: 541.345.4377



Mailing: 5729 Main Street #238
Physical: 800 48th Street, Suite B
Springfield, OR 97478



A Touch Above the Rest.

www.CustomCraftworks.com



Warranty

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Custom Craftworks warrants to the original purchaser that each product shall be free from defects in material and workmanship and agrees to remedy any such defect or to furnish a new or equal part in exchange, therefore. Warranty covers components and repairs (labor) indicated below, commencing on date of original shipment. Labor coverage may not include replacement or installation of small parts or components. Custom Craftworks Service and/or Sales will determine the technical level of service needed and approve labor coverage on a case by case basis.

Custom Craftworks reserves the right to inspect claimed defective products. No returns, replacements or repairs may be made without prior written consent. Please do not return any product to Custom Craftworks or its service center without first contacting Customer Service for a Return Authorization number. Products returned without a Return Authorization number will be refused back to the customer at their expense.

The customer is responsible for all costs associated with the return of suspect products or components to Custom Craftworks. Where at its sole discretion Custom Craftworks deems the product or component eligible for warranty repair or replacement, Custom Craftworks will pay shipping and handling back to the Customer within the continental U.S. for portable tables and accessories only. (Note: this excludes stationary and electric lift tables) All shipping costs, both to and from Custom Craftworks, associated with stationary and electric lift tables will be at the sole cost of the Customer.

This warranty covers defects in materials and workmanship provided such product is used for the normal purpose for which intended, and damage is not the result of abuse or misuse. This warranty does not include damages or deterioration due to normal wear and tear or damages caused by improper set-up, accidents, improper storage, misuse, or tears or cracks in the upholstery due to improper care or cleaning. The customer shall be responsible for the proper set-up and use of the product. Under no circumstances is Custom Craftworks liable for any direct or indirect costs or damages.

This warranty is invalid, and our liability terminates if modifications or repairs are made to the product without the written authorization of Custom Craftworks. We are not responsible for charges for repairs or other work, without prior written authorization by Custom Craftworks. We reserve the right to repair or replace defective products at our sole discretion. Some replacement parts may vary from those originally supplied and are subject to availability. Customized or discontinued products and options may not be available for replacement.

The warranty outlined herein is the sole and exclusive warranty provided by Custom Craftworks. There are no other warranties or guarantees provided by Custom Craftworks, either expressed or implied, including any warranties of merchantability or fitness for a particular use. Incidental or consequential damages are excluded. We do not assume for us any other liability in connection with the sale of our product.





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Note: Warranty periods listed below apply only to products purchased in new condition. Any tables sold as a factory blemish or in used condition are sold 'as-is' and are limited to a (1) year warranty on the frame only, commencing on date of delivery.

<p><i>Solutions & Spa Series:</i> Portables and Stationary Products: Heritage, Destiny, Luxor, Challenger, Melody, Sidekick, and Aura</p>	<p>Parts Warranty: 5 Years on frame (Structural Only) 5 Years on foam 3 Years on upholstery 1 Year on moving components, hardware, and accessories</p> <p>Labor Warranty: No charge for repairs at Custom Craftworks facility (customer is responsible for returning table)</p> <p><i>Exceptions: Companion – 2 Years on frame (Structural Only)</i></p>
<p><i>Classic Series:</i> Portable Products: Athena, Omni, Feldenkrais, and Alexander</p>	<p>Parts Warranty: Limited Lifetime on frame / 10 Years International (Structural Only) 5 Years on foam 3 Years on upholstery 1 Year on moving components, hardware, and accessories</p> <p>Labor Warranty: No charge for repairs at Custom Craftworks facility (customer is responsible for returning table)</p>
<p><i>Classic Series & Spa Series:</i> Stationary and Electric Lift Products: Taj Mahal, ErgoSpa, Pro Series, Elegance Series, Majestic Series, McKenzie Series, Hands Free Series, Spa Series Hands Free, and M100 Series</p>	<p>Parts Warranty: Limited Lifetime on frame / 10 Years International (Structural Only) 5 Years on foam 3 Years on upholstery 2 Years on electrical components 1 Year on moving components, hardware, and accessories</p> <p>Labor Warranty: Labor covered on repairs in 1st year</p>
<p>Storage Products: Trolley Carts</p>	<p>Parts Warranty: 5 Years on steel, aluminum or wood frames (Structural Only) 3 Years on laminate, phenolic, or plastic frames 1 Year on moving components, hardware, accessories, and custom-printed graphics</p> <p>Labor Warranty: Labor covered on repairs in 1st year</p>
<p>Accessories: Face rest, Base, Pillows, Bolsters, Side arms and extensions, Table Carts, Table Bags, Under Table Shelves, Stools, Stone Heaters & Stones, Oil/Lotion Warmer, Towel Cabinets, Table Warming Pad, Wellness Mat Logos</p>	<p>1 Year</p>
<p>Wellness Mats</p>	<p>10 Years</p>
<p>FMST Tools</p>	<p>Limited Lifetime</p>
<p>Oil Holsters</p>	<p>90 Days</p>
<p>Omni Cervical Relief Pillow, Disposable Face Rest Covers, Table Linens, Oils, Creams and Lotions</p>	<p>*Out of Box Failure: An out of box failure is defined as a product that fails to perform correctly due to a defect in workmanship or material during the initial set-up and installation of the product. To qualify as an out of box failure, Custom Craftworks must be contacted, and a return authorization issued within thirty (30) days from original shipment of the product.</p>



Obtaining Warranty Service

If you have a warranty related question or concern, please e-mail us at service@pivotalhealthsolutions.com. Please include your invoice, table or chair serial number to expedite the process. Serial numbers are found on the underside of your table or chair. For all other products, please reference the invoice number found on your invoice.

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How To Clean Your Upholstery Products

- For day to day cleaning, use a solution of 10% mild household liquid dish soap with warm water, applied with soft damp cloth. Rinse with clean water and dry.
- For stains, dampen a soft white cloth in a one to one (1:1) solution of Fantastik® and water OR Formula 409® and water. Rub gently and rinse with clean water and dry.
- For more difficult stains, dampen a soft white cloth with a solution of household bleach (10% bleach / 90% water). Rub gently and rinse with clean water to remove bleach concentration and dry.



*There is a disinfecting wipe on the market called *Protex Ultra Disinfectant Wipes*. Many of our customers use these.

- EPA and CDC approved
- Eliminates 99.9% bacteria in 15 seconds
- Disinfect in 4 minutes
- Kills the virus that causes (SARS-COV-2)

What Not To Use:

Using the wrong cleaning agents you can void your warranty and crack, dry out and destroy your vinyl.

Do not use any cleaning agents that contain alcohol, harsh chemicals or abrasives.

When in doubt, give us a call!