



Vertilift Warranty Information

At Vertilift, quality, reliability, and lasting performance are at the core of every product we design. As one of the first height-adjustable desk brands to bring ergonomic solutions to the Australian market, our reputation has been built on engineering excellence, design innovation, and long-term dependability.

We proudly stand behind our products with a comprehensive warranty that reflects the high standards of design, testing, and manufacturing that define the Vertilift name.

Warranty Coverage

All Vertilift products are warranted against defects in materials and workmanship. This warranty covers manufacturing faults and component failures under normal commercial or domestic use.

Please note that normal wear and tear, surface variations, and natural material characteristics (such as texture or colour changes) are not considered defects.

Exclusions

This warranty does not apply to:

- Damage caused by accident, neglect, misuse, improper installation, or operation outside of intended use.
- Any product that has been modified, altered, or repaired without authorisation from Vertilift.
- Stains, scratches, or blemishes that occur after delivery acceptance.
- General wear and tear or user-caused damage resulting from misuse or improper care.

Warranty Periods

Individual product warranty periods are clearly stated alongside product specifications on the Vertilift website and in official product literature.

Warranty coverage applies from the original date of delivery and is extended to the original purchaser only. This warranty is not transferable.

Making a Warranty Claim

To lodge a claim:

1. Contact the authorised distributor or reseller from whom the product was originally purchased.
 2. Provide proof of purchase, full details of the defect, and any supporting documentation requested (e.g. photographs).
 3. If requested, make the product available for inspection by an authorised Vertilift representative for evaluation.
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Warranty Resolution

- Where a warranty claim is validated, Vertilift will provide replacement components or parts as required.
 - Full product replacement will only occur when deemed necessary by Vertilift.
 - If repair is required, Vertilift will supply all necessary parts and clear instructions for completion by the customer or reseller.
 - If on-site service is requested, a quotation for service call fees must be approved prior to scheduling.
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Commitment to Quality

Every Vertilift product is built to deliver long-term reliability and performance. Our commitment to quality extends beyond design and production — it's part of our service promise to ensure every workspace performs as well as the people who use it.