



Policy Statement - Warranty, Shipping, Installation & Returns.

Warranty

Alcove offers a limited warranty against defects in materials and workmanship on all main parts in each new 2020 Alcove Pod (the "Limited Warranty"). The Limited Warranty is subject to the terms and conditions stated below. At the time of installation Alcove, alongside the customer, conducts a detailed inspection of the pods. Pods will be delivered and installed in good condition with: functional equipment (lights, fans and electrical outlets); functional doors, locks, hinges; and clean tables and seats. *Note: The 2019 edition, in-stock pods are not under any warranty.*

How long is the Limited Warranty valid?

- The Limited Warranty remains in force for two (2) years if placed in an office or coworking space and is valid from the date of purchase.
- The Limited Warranty remains in force for one (1) year if placed in a public venue (such as a shopping mall, public library or plaza) and is valid from the date of purchase.
- Extended Warranty can be purchased at an additional cost for up to 5 years from the date of purchase. Contact sales to learn more about the coverage and pricing.

What is covered under the Limited Warranty?

The Limited Warranty covers defects in material and workmanship on all main parts in each new 2020 Alcove Pod during the term.

What will Alcove do in the case of any defects in a Alcove Pod?

Alcove will examine the Alcove Pod and decide, at its sole discretion, if the defect is covered under the Limited Warranty. If the defect is covered, Alcove, through its own service operations, will either repair the defective Alcove Pod or replace it with the same or a comparable Pod. If such defect is covered by the limited warranty, Alcove will pay the costs of repairs, spare parts, labor, and travel for repair staff that Alcove incurs, provided that the defective Alcove Pod is accessible for repair without special expenditure. This does not apply to any repair work not authorized by Alcove. Replaced parts become the property of Alcove. If an exact replacement for a defective Alcove Pod or part is no longer available from Alcove, Alcove will provide an appropriate replacement for such Alcove Pod or part. Alcove will determine, at its sole discretion, what constitutes an appropriate replacement for such Alcove Pod or part.

What is not covered under the Limited Warranty?

- The Limited Warranty does not apply to any Alcove Pod that has been stored or assembled incorrectly, used inappropriately, altered, or cleaned using the wrong cleaning products or methods.
- The Limited Warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.
- The Limited Warranty does not apply if any Alcove Pod has been placed outdoors, in prolonged direct sunlight or in a humid environment.



Returns and Refunds

All sales are final and no returns and refunds are offered. We provide white glove delivery and installation with all our products. Once the pods are installed at customer's location, we offer detailed inspection of the pods. Pods will be delivered and installed in good condition. If you are not satisfied with your purchase, contact sales and we will do our best to make your experience better.

Shipping and Installation

We offer white glove delivery and installation service on all our products. This includes:

- Shipping
- Delivery to location of installation in the building
- Assemble and installation
- Cleaning the space

Given each location is different, we assess pricing and effort for each installation differently. These questions need to be answered by the customer to assess the cost:

- What is the delivery address?
- Is there a shipping dock or curb side delivery open available at the address provided?
- How wide and tall is the door and the path leading to the installation location inside the building?
- If on a higher floor, is there a freight elevator available with 8 feet height and width? If not, we can still bring the unit fully disassembled (flat pack to be assembled on the location). It just increases the time required by our team to assemble onsite
- Are we allowed to bring materials and parts on pallet jack? We bring underlayment materials if you have concern regarding the floors

Shipping and Installation Estimates:

- Shipping and delivery approximate costs: Varies from \$300 (Zone 1 – Las Vegas and nearby) to \$1,000 (Zone 5 - New York) per pod
- Installation Cost: \$300 (1-seater) to \$1,000 (6-seater)
- Surcharge: Depending on the questions answered above, there may be surcharge costs which may not exceed \$500 per pod.