



Product Warranty

Our standard warranty is 5 (five) years from the date of purchase. Your product is guaranteed to be free from manufacturer's defects, and you may return any of your product that has a manufacturer's defect within the warranty for store credit. "Defects", as used in this warranty, are defined as imperfection in material or workmanship that will impair the use of the product.

All ActiveDesk warranties are limited warranties and are limited to the original purchaser with proof of purchase. In some cases, wear and tear may be depreciated for the time that the product was in use. In no event shall ActiveDesk be liable for incidental or consequential damages resulting from the use of the product. This warranty does not cover: (1) defects caused by improper assembly, (2) defects occurring after purchase due to product modification, intentional damage, accident, misuse, abuse or negligence, (3) normal wear and tear due to age, and (4) labor or assembly costs.

All shipments should be inspected immediately upon arrival. Please make note of any damage to boxes when signing for shipment. Report any losses or damages promptly to ActiveDesk by e-mail at customerservice@vifah.com. Notification must be made within one week of delivery. Save damaged cartons until advised by Autonomous or claim is resolved. All returns MUST be authorized by ActiveDesk, which will advise you as to return authorization and arrange for pickup or repair of any damaged merchandise.

All returns of undefective merchandise are subject to a 15% restocking fee plus round-trip shipping costs. Please email our customer service team at customerservice@vifah.com to discuss and obtain our Return Authorization Number. All returns must be approved by ActiveDesk before returning the merchandise.