



Docking Drawer Flush Pop-Up Outlet

2 Year Limited Warranty

Effective date: September 25, 2025

This Limited Warranty is offered by **Docking Drawer** ("we," "us," or "our") to the original end-user purchaser ("you" or "your") of a **Docking Drawer Flush Pop-Up Outlet** product purchased in the United States and Canada from Docking Drawer or an authorized reseller. This warranty is non-transferable and applies only to products installed and used in accordance with the published installation instructions, local codes, and intended use guidelines.

Warranty Period

Two (2) years from the original date of retail purchase, as verified by a valid proof of purchase.

What This Warranty Covers

During the Warranty Period, we will, at our option, repair or replace a product or component that proves to be defective in materials or workmanship under normal, intended use. Covered components include (as applicable by model):

- Lift/actuation assembly and motor (if equipped)
- Power receptacles and wiring harness
- USB/USB-C charging modules
- Housing, trim, and structural components

Any repaired or replacement unit may be new or refurbished and is warranted for the remainder of the original Warranty Period or ninety (90) days from the date of repair/replacement, whichever is longer.

What This Warranty Does Not Cover

This Limited Warranty does not cover damage or defects resulting from, or related to:

- Improper installation, failure to follow instructions, or non-compliance with applicable electrical codes
- Misuse, abuse, neglect, accidents, impacts, crushing, drops, or mishandling
- Acts of God (including but not limited to flood, fire, earthquake, or lightning)

- Electrical events such as surges, incorrect voltage, improper wiring, or unstable power supply
- Alteration or modification of the product, including use with non-approved accessories or parts
- Cosmetic conditions (including scratches, dents, discoloration, finish changes) that do not affect function
- Normal wear consistent with reasonable use of moving parts, including noise or vibration within normal operating tolerances
- Environmental damage (including corrosion, exposure to chemicals, salt air, or excessive moisture)
- Consumables (including fuses or batteries) and third-party accessories
- Costs associated with removal, reinstallation, or access to the product, including cabinetry, countertops, or millwork
- Any product whose serial label has been removed, altered, or defaced

Exclusive Remedies

If a covered defect arises during the Warranty Period, we will, at our sole option:

- Repair the product or component,
- Replace it with a new or refurbished product/component of equal or greater performance, or
- Refund the purchase price if repair or replacement is not commercially feasible.

These remedies are your exclusive remedies under this Limited Warranty. We are not responsible for damages or costs related to removal, reinstallation, or access to the product, or for any loss of use or other indirect costs.

How to Obtain Warranty Service

- Have your model/serial number and proof of purchase available.
- Contact support@dockingdrawer.com to submit a Support Request. Products returned without a Support Request ticket may be refused.
- Follow the provided instructions for packaging and shipment. Shipping responsibilities and logistics may vary by region and will be specified after a support request ticket is submitted.

Important Conditions

- The product must have been installed and operated in accordance with our installation instructions and intended use guidelines.
- This warranty applies to products purchased from authorized resellers only.
- We may require you to return the defective unit for inspection prior to repair/replacement.

Limitation of Liability

To the maximum extent permitted by law:

- Implied warranties (including merchantability and fitness for a particular purpose) are limited in duration to the Warranty Period stated above.
- We will not be liable for any incidental, indirect, special, or consequential damages, including but not limited to lost profits, loss of use, or damage to other property, arising out of the use or inability to use the product.
- Some states/countries do not allow limitations on the duration of an implied warranty or the exclusion/limitation of incidental or consequential damages, so the above limitations may not apply to you.

Other Rights

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary by state, province, or country. Nothing in this warranty is intended to limit any non-waivable statutory rights you may have under applicable consumer laws.

Need help? Contact support@dockingdrawer.com with your model/serial number, a description of the issue, installation details, and clear photos or video, if available.