



Warranty & Return Policy

Warranty

Pisces Productions Tables, Chairs, & Stretches come with a 3 year warranty to the original owner. The original owner is determined by the individual the item was shipped/sold to unless otherwise noted on work order.

Welded Frame: Lifetime

All other parts/labor: 1 year

Pisces Productions manufactured accessories are covered by a 1 year warranty (Accessories are any item manufactured by Pisces Productions not listed in warranty above)

Replacement parts are covered by a 90 day warranty

Damages caused by improper set-up, accident, abuse, use for non intended purpose, ignoring the weight limit, neglect or non normal wear and tear.

Items not manufactured by Pisces Productions are excluded from our warranty, but may be covered by the manufacturer.

Shipping Policy

All shipments must be inspected within 48 hours after product is received. Failure to do so constitutes conclusive proof the products were received complete and without damage. All packaging material must be saved to ship back in original packaging. After 48 hours the item in question will be treated as a warranty issue only.

Once the product leaves Pisces Productions it becomes property of the buyer.

Return Policy

Product being returned must be in original packaging in new condition with an approved RA # within 14 days of receiving (14 days from Fedex proof of delivery or 21 days after USPS postmark). Contact Pisces Productions at 707 829-1496.

Items may be returned anytime in the first 45 days after proof of delivery, a 20% restocking fee applies after 14 days.

Shipping fees, rush fees and custom option fees will not be reimbursed. All custom options (Custom Color, Width, and other adjustment made to product at your direction) can only be returned with managers approval.

Item must be returned in original Pisces Productions labeled box. Please call to verify you have packaged the item correctly, damage to item on return shipment is buyers responsibility.

All lotions, creams, oils, perfumes and linens are not returnable.

Credit Card Cancellations

All credit card orders processed and cancelled prior to shipping are subject to fee's charged by our credit card processing partners. Fees's range from 1.9% to 5% of total amount charged. Please ask your customer service representative for more information regarding this policy.

Refurbished Equipment

Products sold as refurbished are sold "as is" and will be classified as such due to manufacturing overruns, prior year model, rental equipment, obsolete colors or minor defects on the order confirmation.

Refurbished items are final sales and are not returnable.

Exclusive Remedy-Consequential Damage Disclaimer

In no event will Pisces be liable for any specials, direct, indirect, incidental, exemplary, punitive or consequential damages or costs. Delays including, but not limited to, damages for loss of profits or income, loss of use, downtime and employee or independent contractor wages, payments and benefits are not covered under the terms of this warranty.

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