

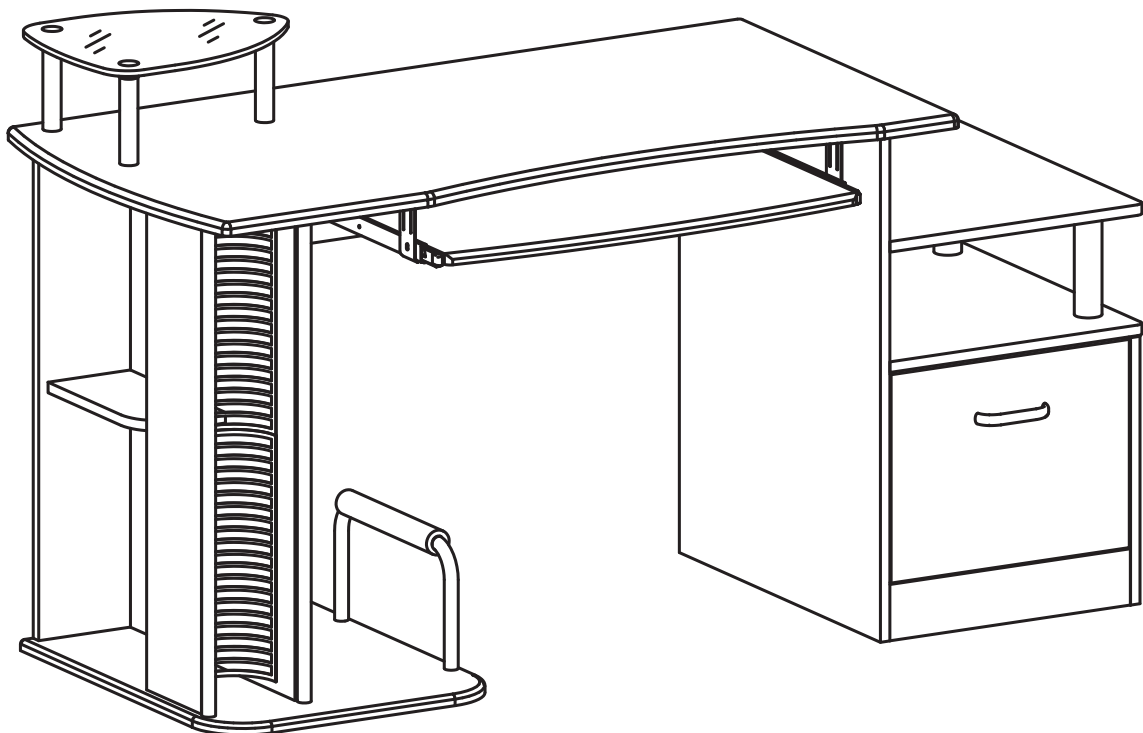
English

ASSEMBLY INSTRUCTIONS

TECHNI[®]
MOBILI

MODEL RTA - 2202

Thanks for purchasing one of our products.
Please read carefully the assembly instructions before the installation.
Please save this manual for future reference.

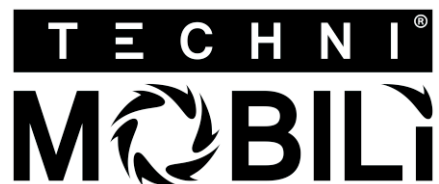


MODEL RTA-2202

RTA
PRODUCTS • LLC

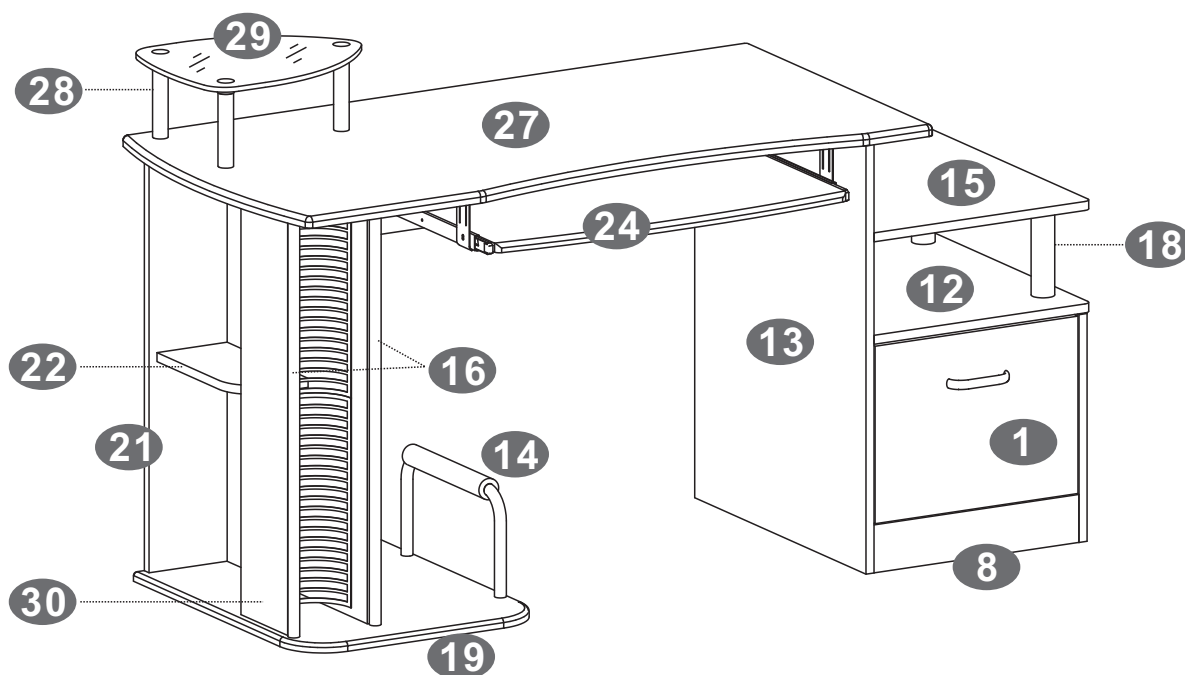
Spanish

INSTRUCCIONES DE ENSAMBLAJE.



MODELO RTA - 2202

Gracias por comprar uno de nuestros productos.
Por favor lea cuidadosamente las instrucciones de ensamblaje antes de instalar la unidad.
Por favor guarde este manual para referencias futuras.

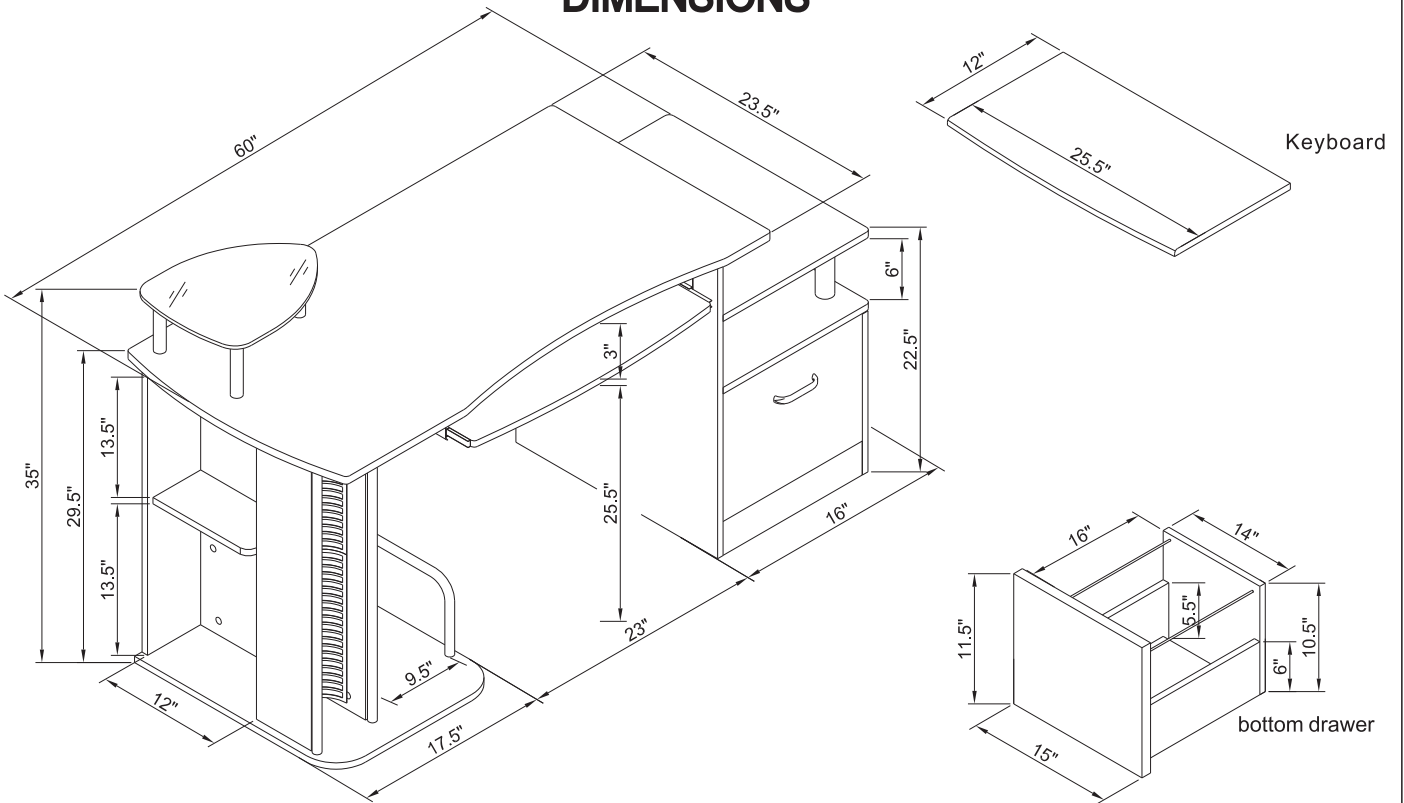


MODELO RTA-2202



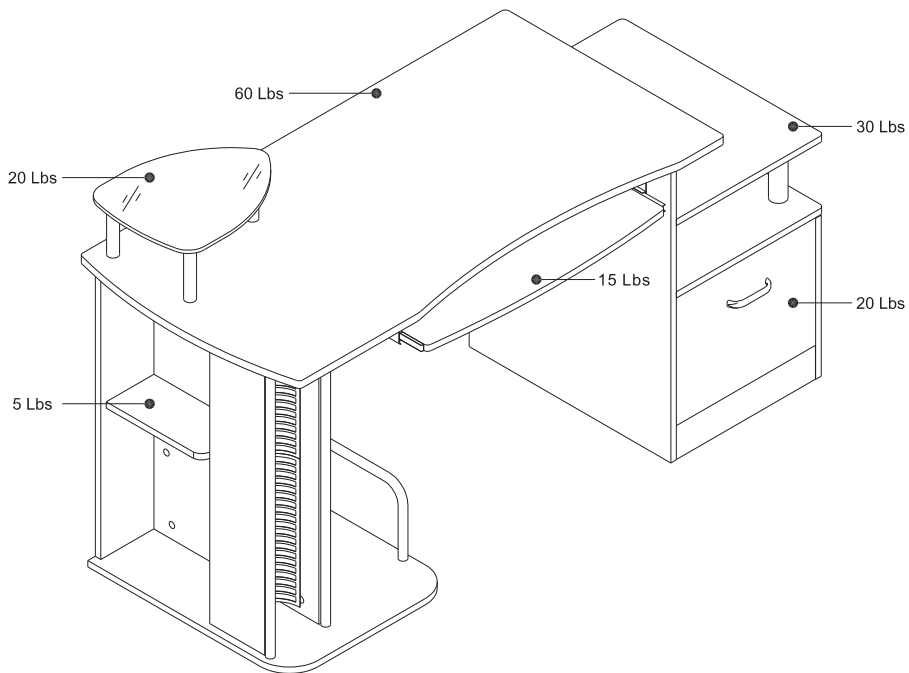
RTA-2202

DIMENSIONS



Product Size: 60"W x 23 1/2"D x 35"H

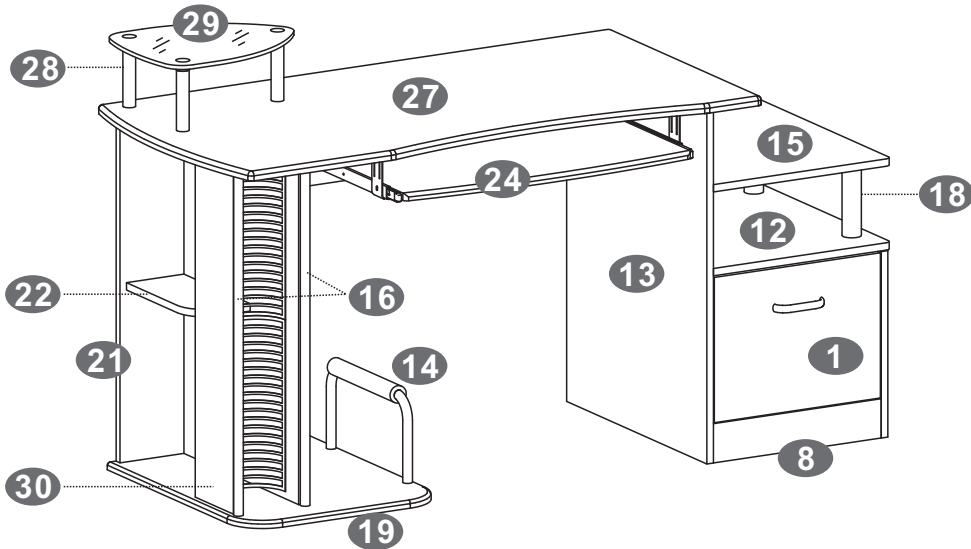
MAXIMUM WEIGHT CAPACITIES

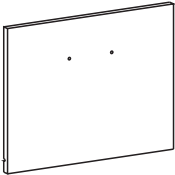
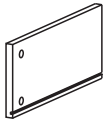
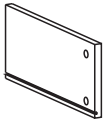

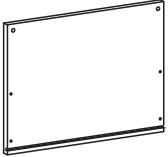

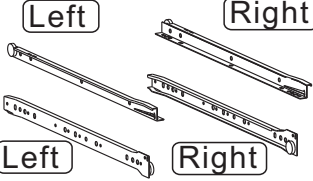

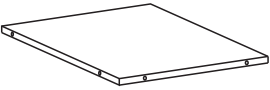
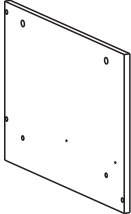
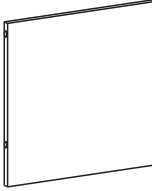
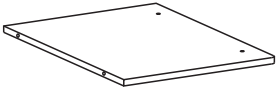


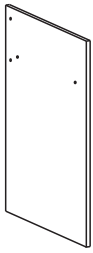
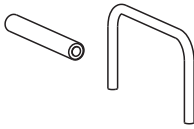
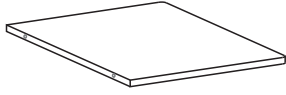
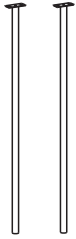

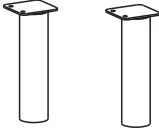

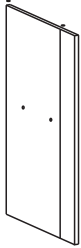
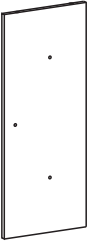

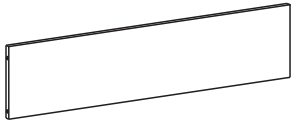

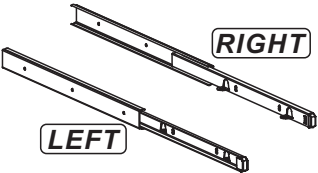

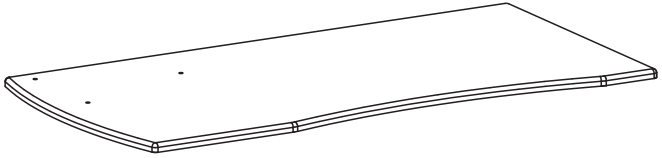



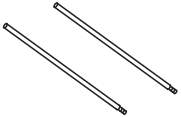
DO NOT exceed this limit
Please use care and good judgement
when placing objects on wood surface



▪ PARTS LIST ▪ LISTA DE PIEZAS



<p>1</p>  <p>▪ Drawer Front Panel ▪ <i>Panel frontal de gaveta</i></p>	<p>2</p>  <p>▪ Drawer Left Panel ▪ <i>Panel lateral izquierdo de gaveta</i></p>	<p>3</p>  <p>▪ Drawer Right Panel ▪ <i>Panel lateral derecho</i></p>	<p>4</p>  <p>▪ Drawer Bottom Panel ▪ <i>Fondo de Gaveta</i></p>
<p>5</p>  <p>▪ Drawer Back Panel ▪ <i>Panel posterior de gaveta</i></p>	<p>6</p>  <p>▪ Handle ▪ <i>Manija</i></p>	<p>7</p>  <p>Left Right Left Right x2 sets ▪ Drawer Sliders ▪ <i>Deslizadores de gaveta</i></p>	<p>8</p>  <p>▪ Front Panel ▪ <i>Panel frontal</i></p>
<p>9</p>  <p>▪ Bottom Panel ▪ <i>Panel Bajo</i></p>	<p>10</p>  <p>▪ Right Vertical Panel ▪ <i>Panel vertical derecho</i></p>	<p>11</p>  <p>▪ Right Back Panel ▪ <i>Panel de fondo derecho</i></p>	<p>12</p>  <p>▪ Drawer Top ▪ <i>Techo de Gaveta</i></p>

 <p>13</p> <ul style="list-style-type: none"> ▪ Inside Vertical Panel ▪ Panel vertical interno 	 <p>14</p> <p>x1 set</p> <ul style="list-style-type: none"> ▪ Protector Tube ▪ Tubo protector de CPU 	 <p>15</p> <ul style="list-style-type: none"> ▪ Right Horizontal Panel ▪ Panel horizontal derecho 	 <p>16</p> <p>x2 ea.</p> <ul style="list-style-type: none"> ▪ Vertical Tubes ▪ Tubos Verticales
 <p>17</p> <p>x1 set</p> <ul style="list-style-type: none"> ▪ CD Holders ▪ Porta CD 	 <p>18</p> <p>x2 ea.</p> <ul style="list-style-type: none"> ▪ Big Support Tubes ▪ Soportes Grandes 	 <p>19</p> <ul style="list-style-type: none"> ▪ CPU Panel ▪ Panel para CPU 	 <p>20</p> <ul style="list-style-type: none"> ▪ Left Vertical Panel ▪ Panel Vertical izquierdo
 <p>21</p> <ul style="list-style-type: none"> ▪ Left Back Panel ▪ Panel posterior izquierdo 	 <p>22</p> <ul style="list-style-type: none"> ▪ Auxiliary Panel ▪ Panel auxiliar 	 <p>23</p> <ul style="list-style-type: none"> ▪ Center Back Panel ▪ Panel central de fondo 	 <p>24</p> <ul style="list-style-type: none"> ▪ Keyboard Panel ▪ Panel de teclado
 <p>25</p> <p>RIGHT LEFT</p> <p>x1 set</p> <ul style="list-style-type: none"> ▪ Keyboard Slider ▪ Deslizadores de teclado 	 <p>26</p> <p>x4 ea.</p> <ul style="list-style-type: none"> ▪ Slider Bases ▪ Escuadras para Deslizadores 	 <p>27</p> <ul style="list-style-type: none"> ▪ Main Panel ▪ Panel principal 	
 <p>28</p> <p>x3 ea.</p> <ul style="list-style-type: none"> ▪ Small Support Tubes ▪ Tubos porta monitor 	 <p>29</p> <ul style="list-style-type: none"> ▪ Monitor Panel ▪ Panel p/monitor 	 <p>30</p> <ul style="list-style-type: none"> ▪ CDs Wall ▪ Pared de Cds 	 <p>31</p> <p>x2 ea.</p> <ul style="list-style-type: none"> ▪ Tubes for Files ▪ Tubos porta Carpeta

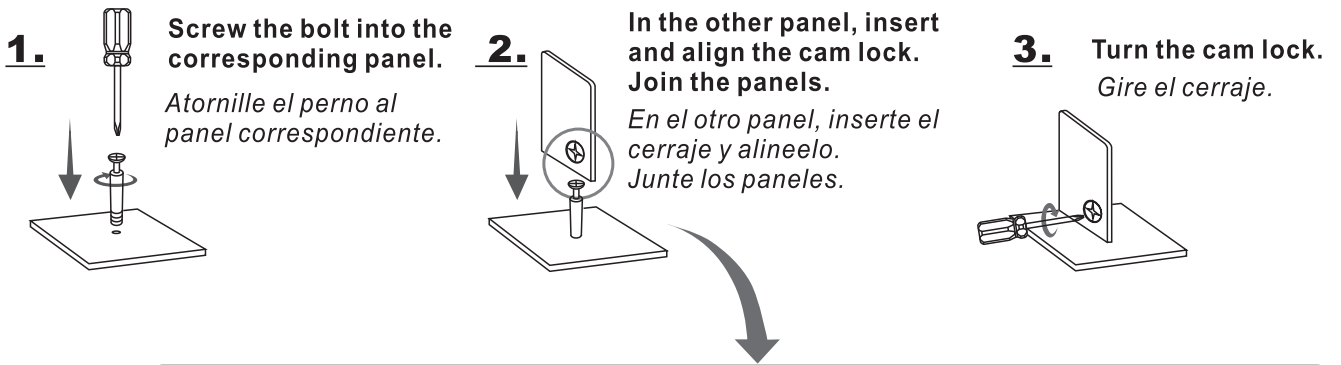


▪ SCREWS LIST ▪ TORNILLOS

PART	QTY.	ITEM		PART	QTY.	ITEM	
A	7	6X30 MM		H	12	4X14 MM	
B	3	6X50 MM		I	4	6X12 MM	
C	3	6X20 MM		J	4	4X4 MM	
D	47	6X40 MM		K	2	6X40 MM	
E	4	4X30 MM		L	3		
F	2	4X20 MM		M	2		
G	8	3X15 MM			1		

HOW TO ASSEMBLE USING BOLTS AND CAM LOCKS:
CÓMO ENSAMBLAR USANDO LOS PERNOS Y CERRAJES:

- Cam bolt
- Cam lock
- Perno
- Cerraje



If the panel already comes with the cam lock inserted, make sure is aligned:
Si los paneles ya vienen con los cerrajes, asegúrese que estén alineados:

**MISALIGNED:
TURN CAM LOCK
TO POINT TOWARDS
THE HOLE**

*DESALINEADO:
GIRE EL CERRAJE
PARA QUE APUNTE
HACIA EL HOYO.*

X

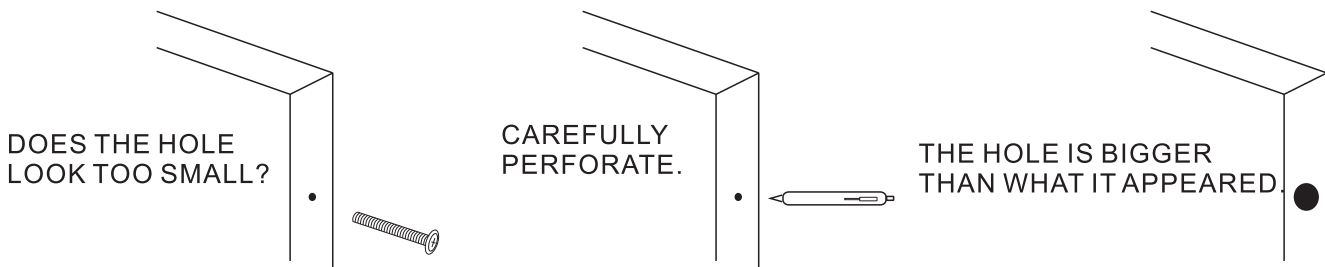
**CORRECT
CORRECTO**

✓

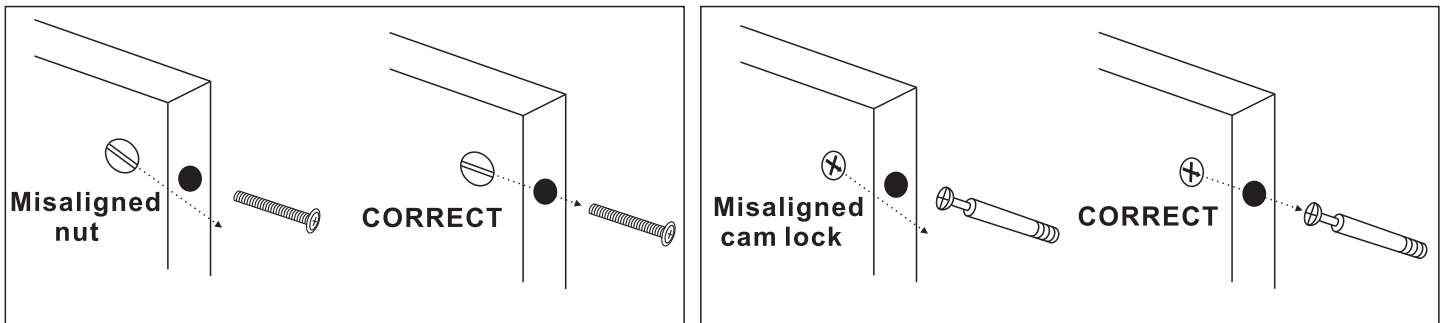


GENERAL ASSEMBLY TIPS AND TROUBLESHOOTING DURING ASSEMBLY:

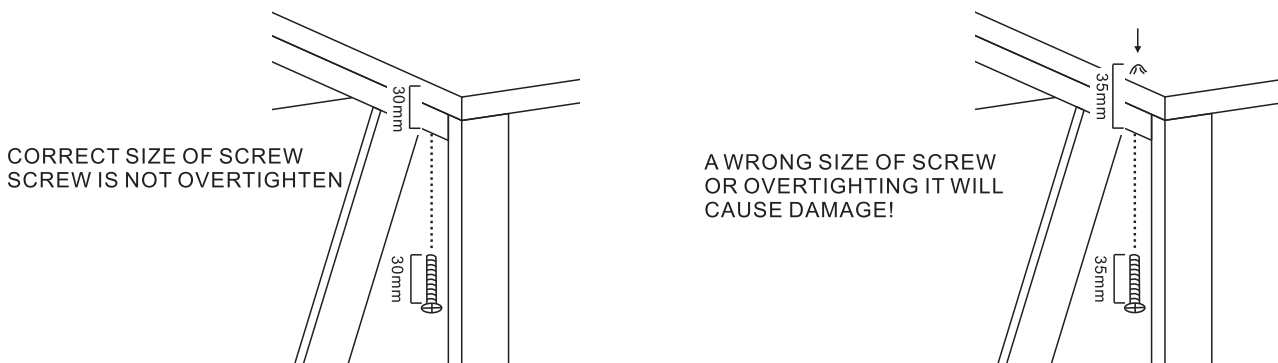
- *Before you start assembling, make sure you have all the parts and necessary hardware by doing a quick inventory.**
- *Follow the assembly instructions step by step, and do not skip any unless advised to do so by RTA PRODUCTS' Customer Service.**
- *On each step, and to avoid misalignments, always leave screws loose, and do not tighten them until all are in place.**
- *In wood panels, the laminate might be covering the holes.**
If there are no visible holes: Pass the tip of your finger around the area where the hole should be, and press against the surface to feel the indentation.
If the hole looks too small for the screw or bolt: carefully perforate the laminate with the tip of a pen.



- *In wood panels, some might have inserts that look like screws. Those inserts are either nuts or cam locks. Make sure they are aligned to receive the screws or bolts.**

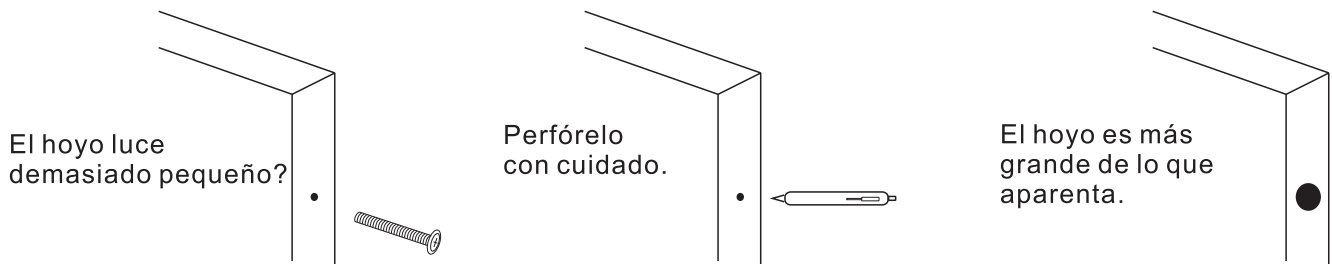


- *Make sure to use the correct screws or bolts, and do not overtighten them. Using wrong screws or overtightening them might cause damage to the parts, and such damage is not covered by the product's warranty.**

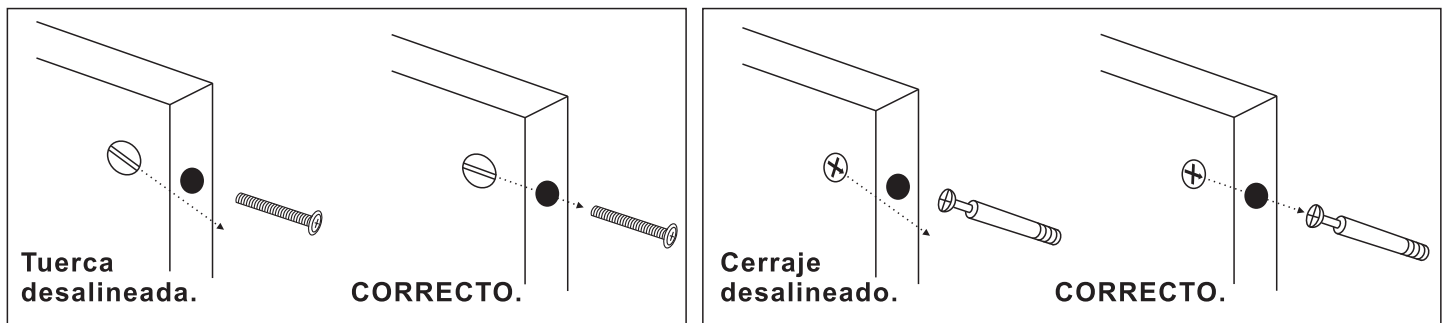


**CONSEJOS PARA RESOLVER PROBLEMAS DURANTE EL ENSAMBLAJE:**

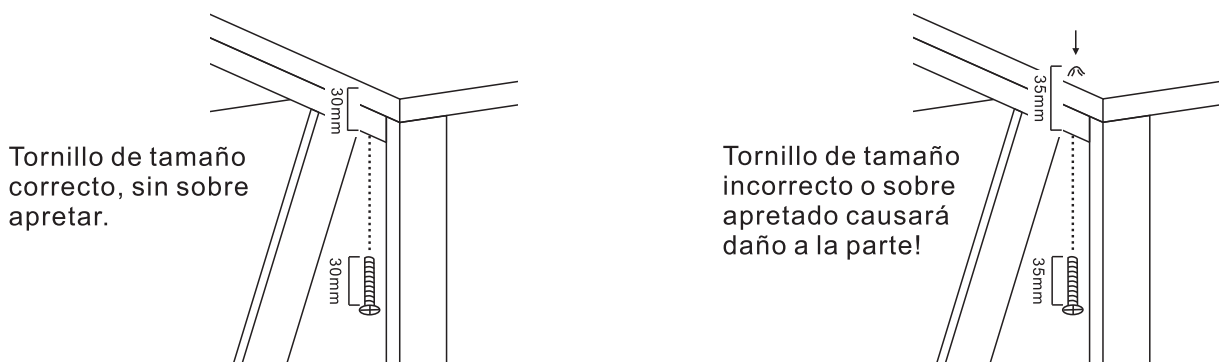
- *Antes de comenzar, haga un inventario rápido para asegurarse de tener todas las partes y tornillos necesarios.
- *Siga las instrucciones paso por paso, y no se salte ninguno a menos que se lo aconseje un representante de Servicio al Cliente de RTA PRODUCTS.
- *Para evitar desalineamientos, en cada paso que haga deje los tornillos medio puestos, y no los apriete hasta que todos estén colocados en sus lugares.
- *En paneles de madera, el laminado podría cubrir las perforaciones.
Si no ve los hoyos: Pase la punta del dedo por el area y presione contra la superficie para encontrar el hoyo.
Si el hoyo luce muy pequeño para el tornillo o perno: Con cuidado perforo el laminado con la punta de un lapicero (bolígrafo, pluma).



- *Algunos paneles pueden tener insertados lo que parecen tornillos, pero son tuercas o cerrajes: Asegúrese que estén alineados para recibir el tornillo o perno.



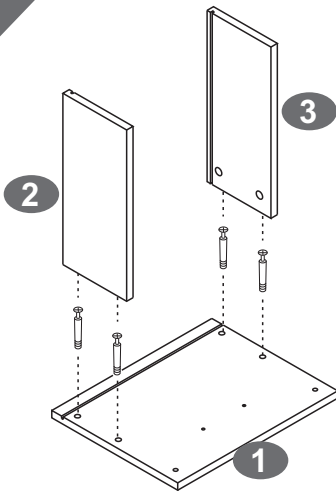
- *Asegúrese de usar los tornillos y pernos correctos, y no los apriete demasiado. Usar tornillos/pernos de tamaño incorrecto o sobre-apretarlos puede causar daño a las partes, lo cual no es cubierto por la garantía del producto.



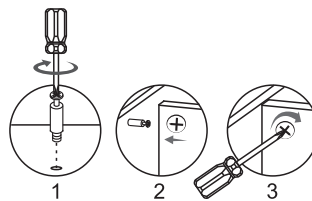
STEPS

PASOS

1



- Assemble with the tool the Cam Bolts (D) to the back face of the Drawer Front Panel (1). Then place over the bolts the Drawer Left panel (2) and the Drawer Right Panel (3), and turn the cam locks.
- *Ensamble con la herramienta los Pernos (D) en el reverso del Panel Frontal de Gaveta (1). Luego coloque sobre los pernos el Panel Lateral Izquierdo de gaveta (2) y el panel lateral Derecho de gaveta (3), y gire los cerrajes.*



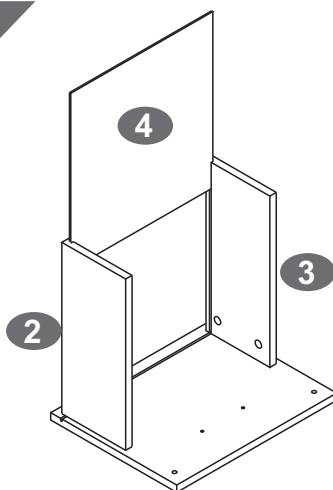
SCREWS TORNILLOS

D 6X40 MM

4PCS

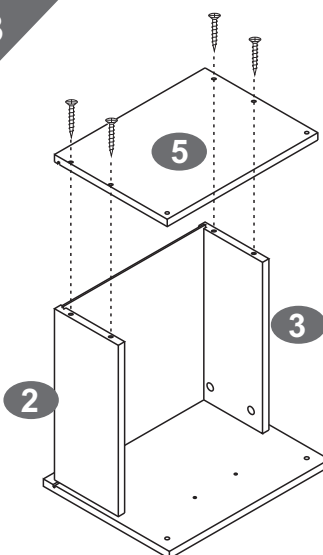


2



- Slide the Drawer Bottom Panel (4) between the grooves of (2) and (3), making sure it enters into the groove of (1).
- *Deslice el Panel de Fondo de gaveta (4) por las ranuras de (2) y (3), y asegúrese que entre en la ranura de (1).*

3



- Use Screws (E) to Fix the Drawer Back panel (5) to the Drawer's Left and Right Panels (2 and 3)
- *Coloque el panel posterior de gaveta (5) y ajuste con tornillos (E).*

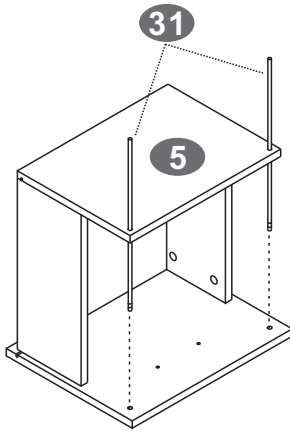
SCREWS TORNILLOS

E 4X30 MM

4PCS



4

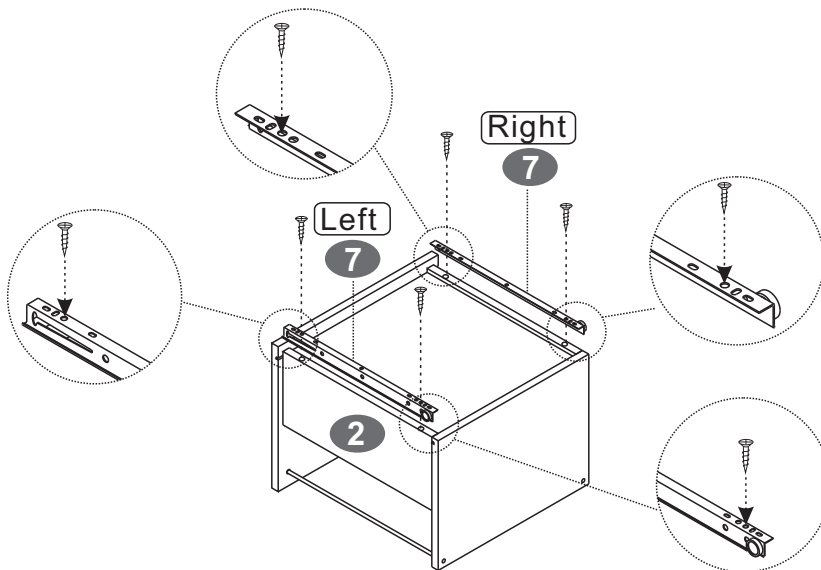


- Insert the Tubes for Files (31).
- Inserte los Tubos Porta Carpeta (31).

WARNING: Do not overtighten the tubes as they may perforate and damage the front panel. Such damage is not covered by the product's warranty.

ADVERTENCIA: No apriete los tubos demasiado porque pueden perforar y dañar el panel frontal. Este tipo de daño no está cubierto por la garantía del producto.

5



■ SCREWS ■ TORNILLOS

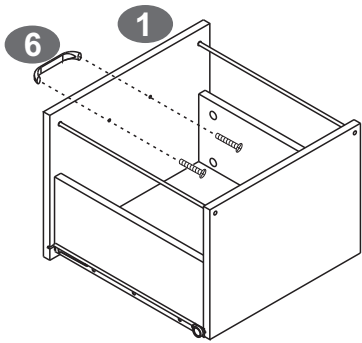
G 3X15 MM

4PCS



- Set aside the flat sliders (7), they are used until the next step. Turn drawer upside-down and assemble the "L" type sliders (7) to the side panels of the drawer (2) & (3), making the holes align with the pre-drilled holes, and with the wheels facing to the back, then fix them with screws (G). Make sure the sliders are in contact with the side panels, and that there is no part of them "up in the air".
- Separe los deslizadores planos (7) para ser usados hasta el próximo paso. Vire la gaveta hacia abajo y ensamble los deslizadores (7) tipo "L" a los paneles laterales (2) y (3), haciendo coincidir los agujeros con los pre-taladrados y con las ruedas en la parte trasera, luego fijelos con los tornillos (G).

6



- Using Screws (F) and from the inside of the Drawer install the handle (6).
- Presente la manija (6) y fijela con tornillos (F) desde el interior de la gaveta.

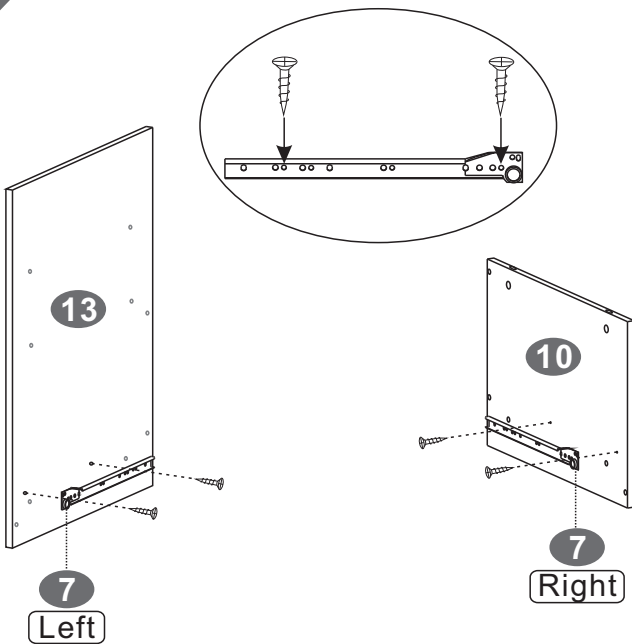
■ SCREWS ■ TORNILLOS

F 4X20 MM

 2PCS



7



- Use screws (G) to assemble the flat Sliders (7) to the Right Vertical Panel (10) and the Inside Vertical Panel (13). The wheels will be facing towards the front of the panels.
- Use tornillos (G) para ensamblar los Deslizadores planos (7) al Panel Vertical (10) y al Panel Vertical Interno (13). Las ruedas quedarán hacia el frente de los paneles.

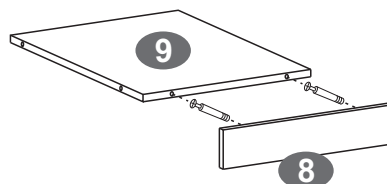
■ SCREWS ■ TORNILLOS

G 3X15 MM

 4PCS



8

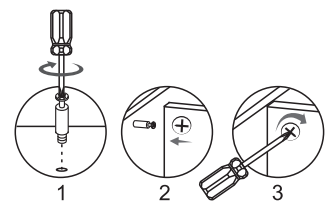


- Use Bolts (D) to assemble the Bottom Panel (9) with the front panel (8).
- Ensamble el panel bajo (9) con el panel frontal (8) utilizando pernos (D).

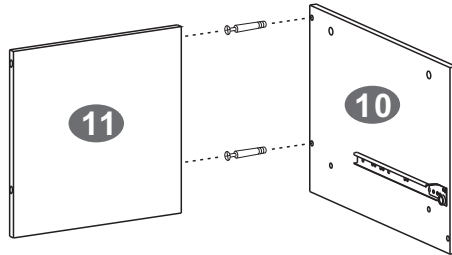
■ SCREWS ■ TORNILLOS

D 6X40 MM

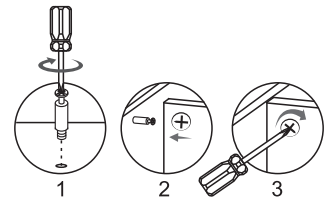
 2PCS



9



- Use Bolts (D) to assemble the Right Back Panel (11) with the Right Vertical Panel (10)
- Con pernos (D) ensamble el panel de fondo derecho (11) con el panel vertical derecho (10).

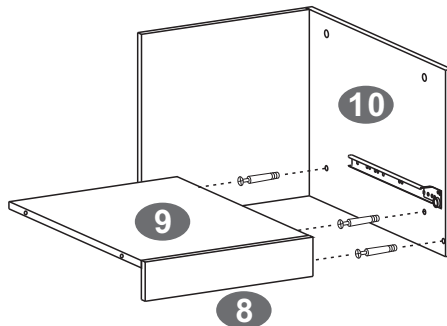


■ SCREWS ■ TORNILLOS

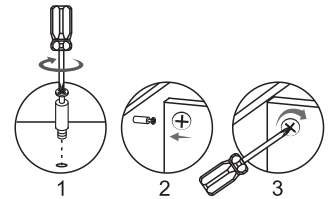
D 6X40 MM
2PCS



10



- Use Bolts (D) to assemble parts 8-9-10-11 as shown in the drawing.
- Utilice pernos (D) para ensamblar las partes 8-9-10 y 11 como indica el gráfico.

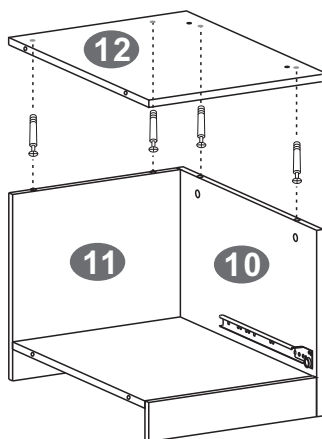


■ SCREWS ■ TORNILLOS

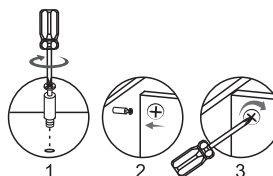
D 6X40 MM
3PCS



11



- Place Bolts (D) on the back face of the Drawer Top (12) and assemble this panel with the previous structure, so that the Bolts match the holes.
- En el reverso del Techo de Gaveta (12) coloque pernos (D) y ensamble con la estructura anterior haciendo coincidir los pernos con los agujeros.

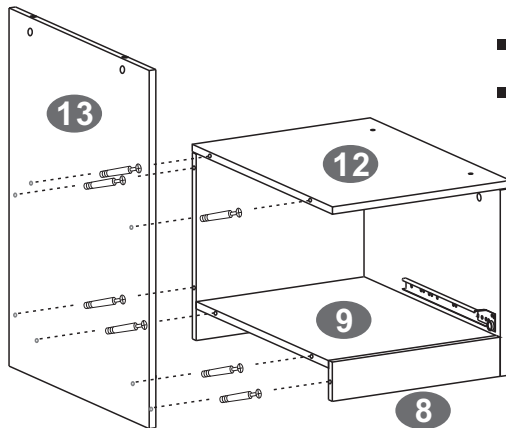


■ SCREWS ■ TORNILLOS

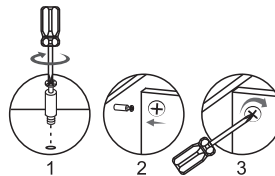
D 6X40 MM
4PCS



12



- Use Bolts (D) to Fix the Inside Vertical Panel (13).
- Fije el panel vertical interno (13) utilizando pernos (D).



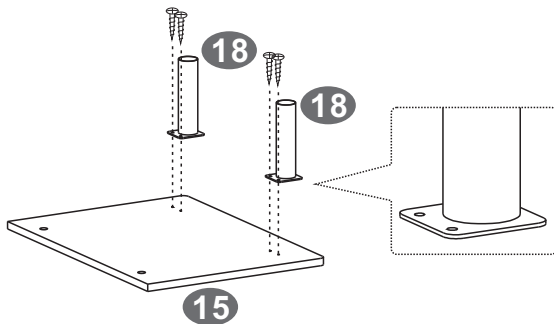
■ SCREWS ■ TORNILLOS

D 6X40 MM

7PCS



13



- Use Screws (H) to fix the Big Support tubes (18) to the back face of the Right Horizontal Panel (15).
- Con tornillos (H) fije los Soportes grandes (18) en el reverso del panel Horizontal derecho (15).

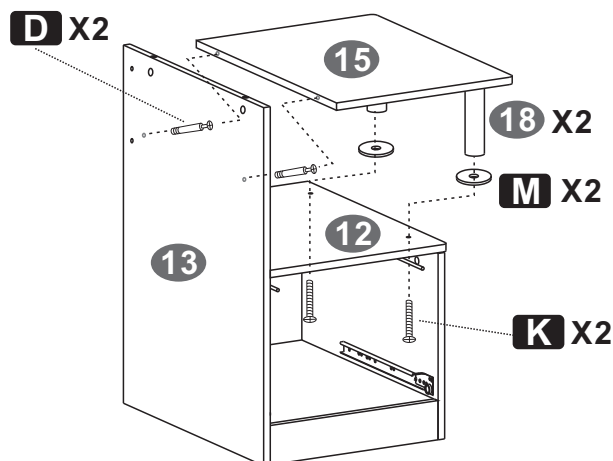
■ SCREWS ■ TORNILLOS

H 4X14 MM

4PCS

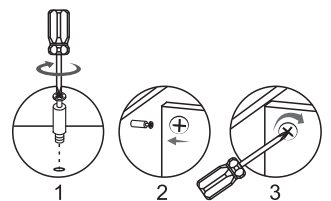


14



- First place and align washers (M) over the holes of the Drawer Top panel (12). Next, assemble the Bolts (D) to the Vertical Panel (13) and assemble to it the Right Horizontal Panel (15). Finally, use screws (K) to assemble the Big Support Tubes (18) to the Drawer Top (12) and proceed to turn the cam locks on panel (15).

- Primero coloque y alinee arandelas (M) sobre los orificios del Panel Superior de gaveta (12). Después, ensamble los pernos (D) al Panel Vertical (13) y ensamble el Panel Derecho Horizontal (15). Finalmente, use tornillos (K) para ensamblar los Tubos de Soporte Grandes (18) al Panel Superior de Gaveta (12) y proceda a girar los cerrajes en el panel (15).



■ SCREWS ■ TORNILLOS

K 6X40 MM

2PCS

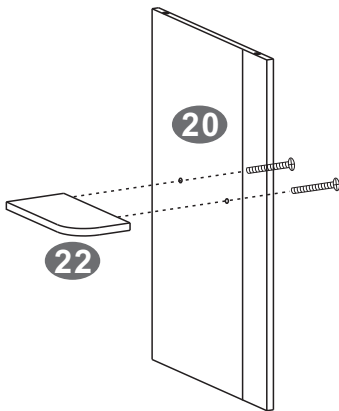
D 6X40 MM

2PCS

M 2PCS



15



- Use Screws (B) to fix the Auxiliary Panel (22) to the Left Vertical Panel (20).
- Use tornillos (B) para ensamblar el Panel Auxiliar (22) al Panel Vertical Izquierdo (20).

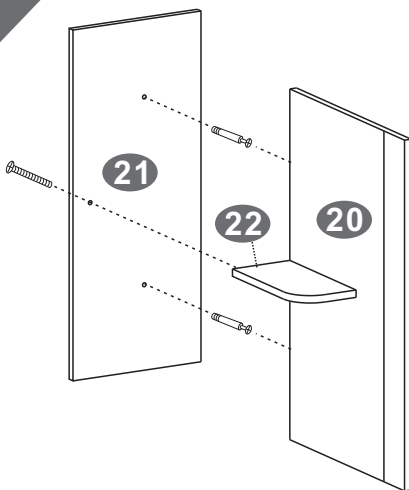
■ SCREWS ■ TORNILLOS

B 6X50 MM

2PCS



16



- Use Screws (B&D) to assemble the Left Back Panel (21) to the Left Vertical Panel (20) and Auxiliary Panel (22).
- Use tornillos (B&D) para ensamblar el Panel Posterior Izquierdo (21) al Panel Vertical Izquierdo (20) y al Panel Auxiliar (22).

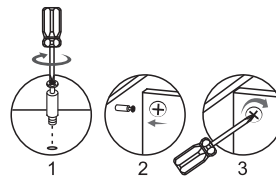
■ SCREWS ■ TORNILLOS

B 6X50 MM

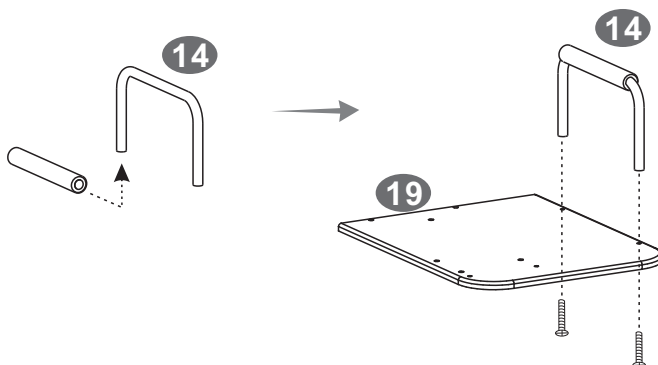
1PC

D 6X40 MM

2PCS



17



- Use Screws (A) to fix the Protector Tube (14) to the CPU Panel (19).
- Con tornillos (A) fije el Tubo Protector (14) al Panel para CPU (19).

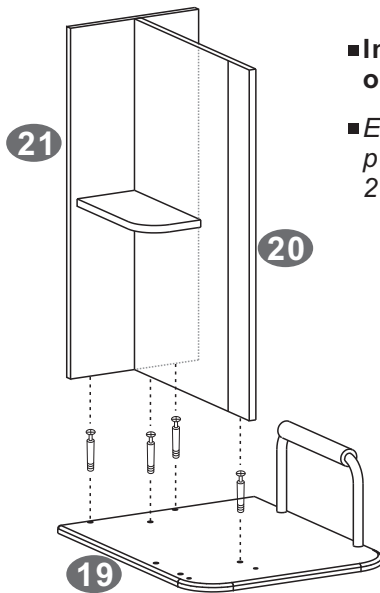
■ SCREWS ■ TORNILLOS

A 6X30 MM

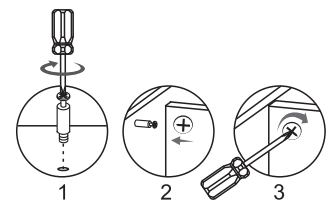
2PCS



18



- Insert Bolts (D) in the CPU Panel (19) and then place the unit of panels 20&21 over the Bolts.
- En los agujeros dispuestos para ello en el panel para CPU (19) coloque pernos (D) y sobre ellos inserte la unidad conformada por los paneles 20-21.



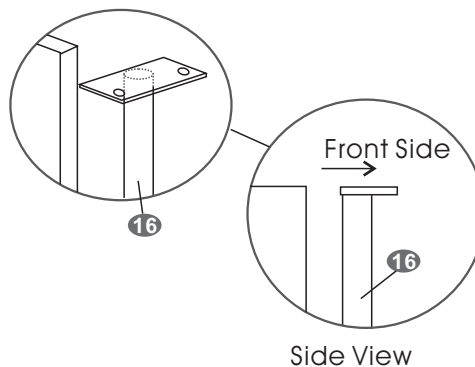
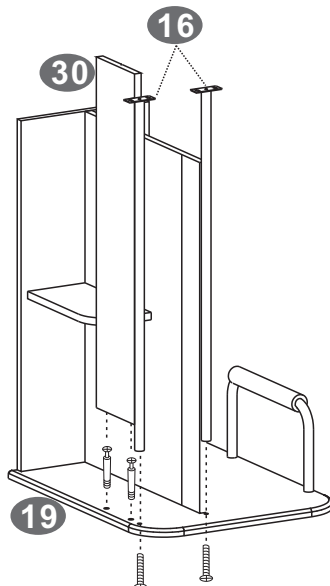
■ SCREWS ■ TORNILLOS

D 6X40 MM

4PCS

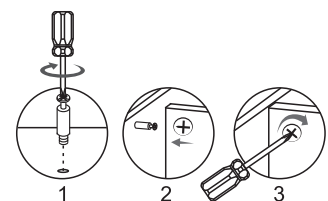


19



Make sure to assemble Part 16 as illustrated.
Asegúrese de ensamblar la parte 16 como se muestra en la ilustración.

- Insert Bolts (D) to the CPU Panel (19), then place the CDs Wall (30) on the bolts and secure the cam locks. Use Screws (A) to fix the Vertical Tubes (16) to the CPU Panel (19).
- Coloque los pernos (D) al Panel para CPU (19), luego coloque la Pared de CDs (30) sobre los pernos y gire los cerrajes. Use tornillos (A) para ensamblar los Tubos Verticales (16) al Panel para CPU (19).



■ SCREWS ■ TORNILLOS

A 6X30 MM

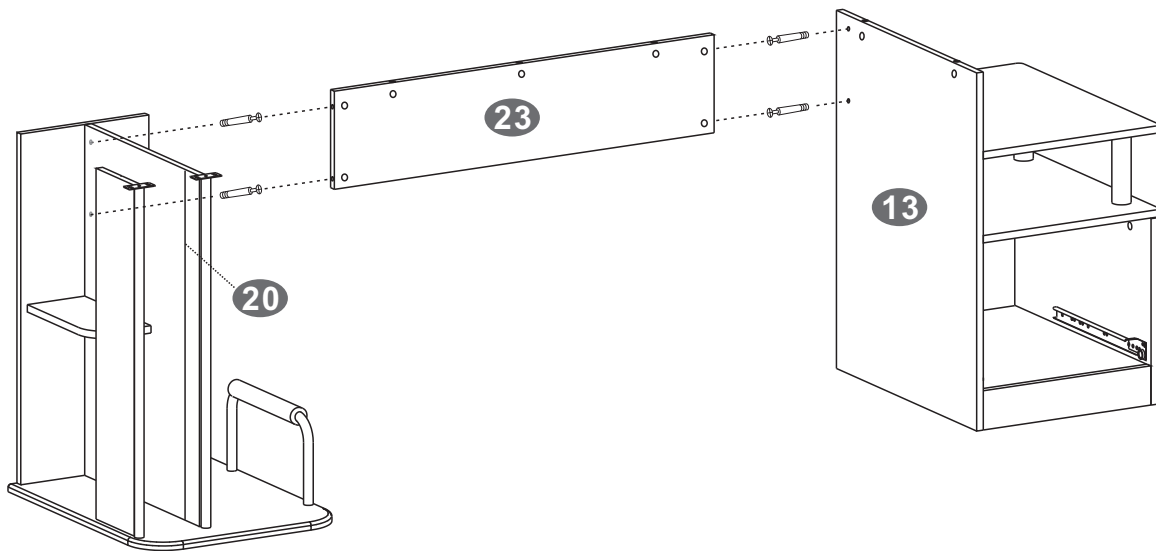
2PCS

D 6X40 MM

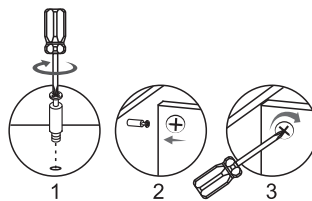
2PCS



20



- Use Bolts (D) to assemble the Center Back Panel (23) between the Left Vertical Panel (20) and the Inside Vertical Panel (13).
- Con pernos (D) ensamble el Panel central de fondo (23) entre el panel vertical izquierdo (20) y el panel vertical interno (13)..



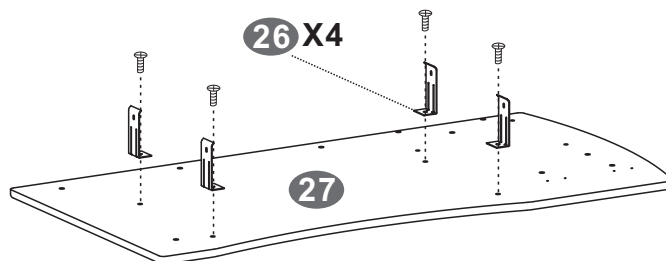
■ SCREWS ■ TORNILLOS

D 6X40 MM

4PCS



21



- Use Screws (I) to fix the Slider Bases (26) to the back face of the Main Panel (27).
- Con tornillos (I) fije las escuadras de deslizadores (26) en el reverso del Panel Principal (27).

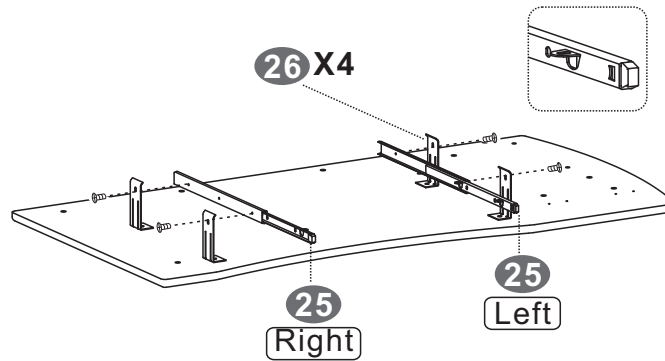
■ SCREWS ■ TORNILLOS

I 6X12 MM

4PCS



22



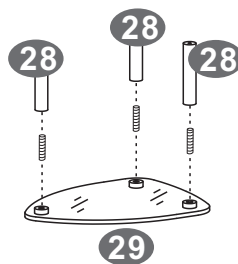
- Use Screws (J) to assemble the fixed part of the Keyboard Sliders (25) to the Slider Bases (26).
- *Ensamble la parte fija de los deslizadores de teclado (25) a las escuadras para teclado (26) con tornillos (J).*

■ SCREWS ■ TORNILLOS

J 4X4 MM

 4PCS 


23



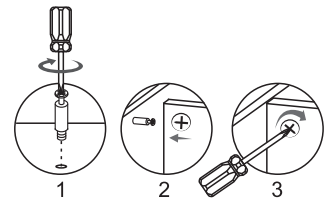
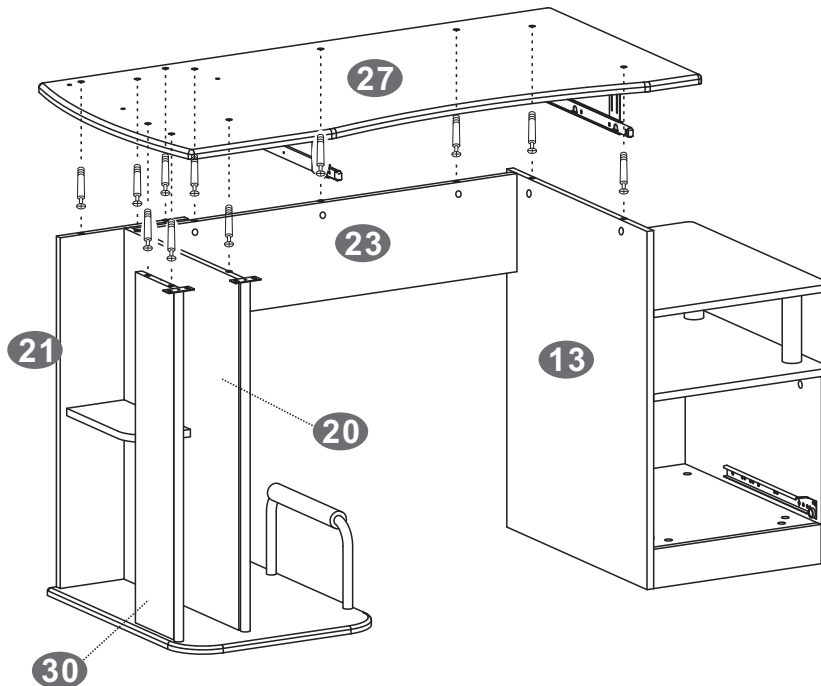
- Use (C) to fix the Small Support Tubes (28) to the Monitor Panel (29).
- *Por medio de tornillos espárragos (C) se unen los tubos porta monitor (28) al panel para monitor (29).*

■ SCREWS ■ TORNILLOS

C 6X20 MM

 3PCS

24



■ SCREWS ■ TORNILLOS

D 6X40 MM

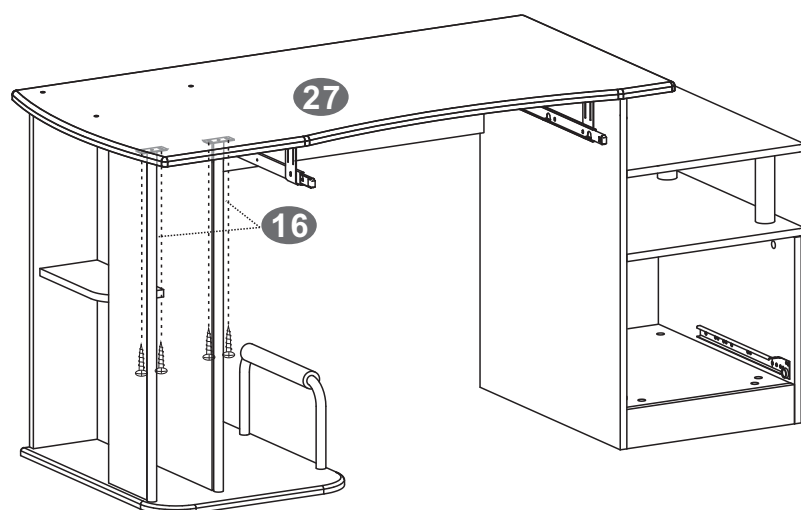
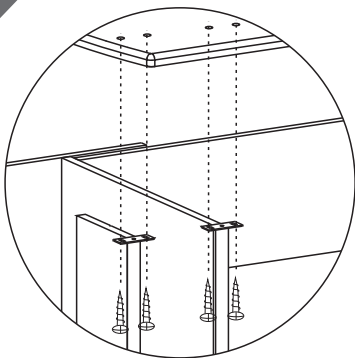
11PCS



- Insert Bolts (D) to the back face of the Main Panel (27), then place the Main Panel (27) on top of the structure matching the Bolts (D) with the holes on the structure, finally tight every corresponding cam locks in the holes of the structure.

- Inserte los Pernos (D) en la cara Posterior del Panel Principal (27) ajustelos, y luego ensamble este Panel sobre la Estructura haciendo coincidir los pernos con los agujeros, finalmente apriete los cerrajes en las caras internas de la Estructura.

25



- Use Screws (H) to fix the Vertical Tubes(16) to the Main Panel (27).

- Use Tornillos H para fijar los Tubos Verticales (16) al Panel Principal (27).

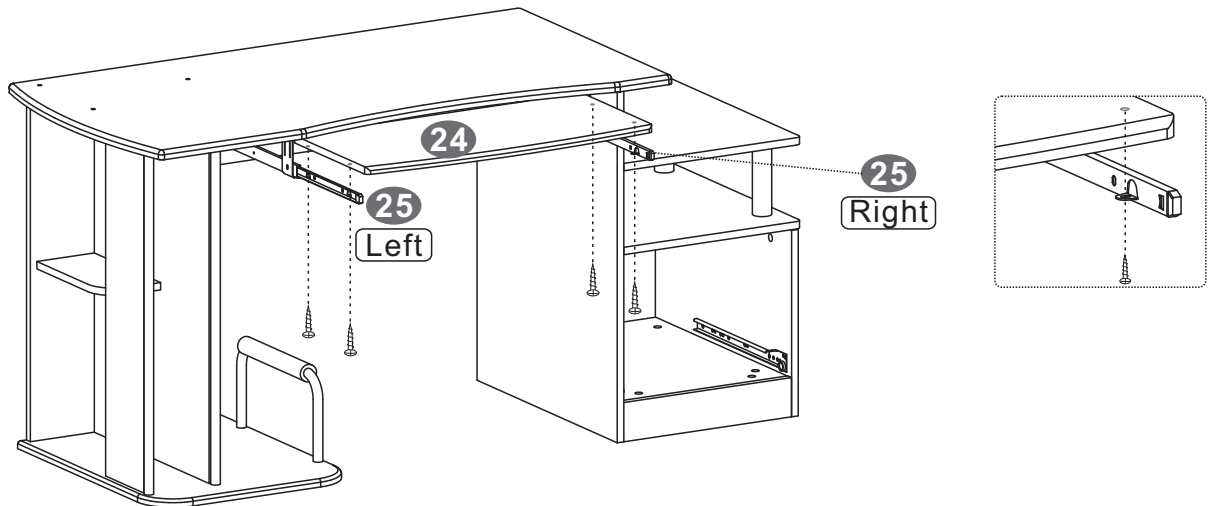
■ SCREWS ■ TORNILLOS

H 4X14 MM

4PCS



26



- Use Screws (H) to assemble the moving part of the Keyboard Sliders (25) to the back face of the Keyboard Panel (24).
- Fije la parte móvil de los deslizadores de teclado (25) en el reverso del panel de teclado (24) utilizando tornillos (H).

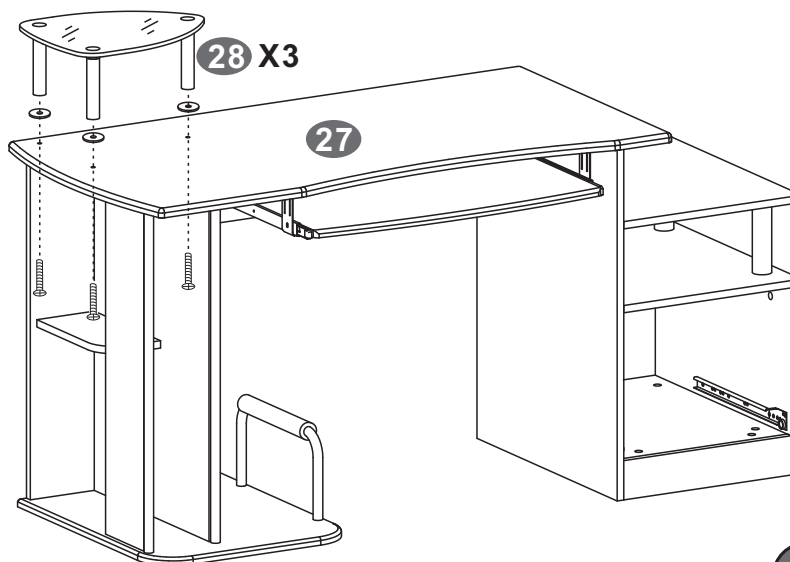
■ SCREWS ■ TORNILLOS

H 4X14 MM

 4PCS



27



- Place washers (L) between the Small Support Tubes (28) and the Main Panel (27) and assemble with Screws (A).
- Coloque arandelas (L) entre los tubos porta monitor (28) y el panel principal (27) y ensamble con tornillos (A).

■ SCREWS ■ TORNILLOS

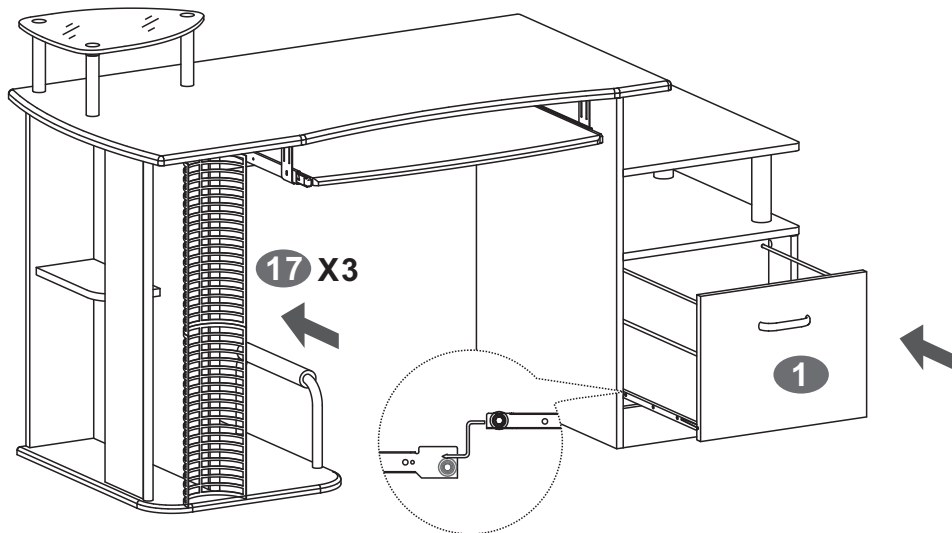
A 6X30 MM

 3PCS



L  3PCS

28



- Insert the Cd Holders (17) making them engage into the grooves in the middle, not the front. Insert the drawers and tighten all the screws.
- Coloque los porta CD (17) asegurándose que entren en las ranuras del medio, no las del frente. Coloque las gavetas y apriete todos los tornillos.

CARE AND MAINTENANCE

English

- DO NOT EXPOSE THE SURFACES TO DIRECT SUNLIGHT, OR EXTREME ENVIRONMENTAL CONDITIONS. EXPOSURE WILL DAMAGE THE PRODUCT, WHICH IS NOT COVERED BY THE WARRANTY.
- DO NOT USE SOLVENTS OVER SURFACES OR STRUCTURAL TUBES. SURFACES MUST BE CLEANED WITH A SOLUTION OF A SMOOTH SOAP AND WATER, THEN CLEARED WITH A DRY TOWEL.
- PRODUCTS THAT ARE HEAVY SHOULD BE LIFTED OR MOVED BY AT LEAST 2 PERSONS, AND ALL OBJECTS SHOULD BE REMOVED FROM THE PRODUCT.

Spanish

- NO EXPONGA LAS SUPERFICIES A LA LUZ SOLAR DIRECTA, O A CONDICIONES AMBIENTALES EXTREMAS. ESTE TIPO DE DAÑOS NO SON CUBIERTOS POR LA GARANTÍA DEL PRODUCTO.
- NO USE SOLVENTES SOBRE LAS SUPERFICIES O TUBOS ESTRUCTURALES. LAS SUPERFICIES DEBEN SER LIMPIADOS CON UN JABÓN SUAVE Y AGUA, Y SECADOS INMEDIATAMENTE CON UNA TOALLA LIMPIA Y SECA.
- PRODUCTOS QUE SON PESADOS DEBEN LEVANTARSE O MOVERSE POR AL MENOS 2 PERSONAS, Y TODOS LOS OBJETOS DEBEN SER REMOVIDOS DEL PRODUCTO.

PRODUCT WARRANTY

TECHNI MOBILI DESK WARRANTY LIMITED 5-YEAR WARRANTY



RTA Products, LLC warrants to the Original Purchaser who acquired a new product from RTA Products or its authorized resellers that this product will be free from defects in its workmanship and materials, under normal use and service conditions, as described herein. "Defects" as used in this warranty, is defined as any imperfections that impair the use of the furniture or product. RTA products will repair or replace, at its option, without charge to the original purchaser 'other than freight from purchaser to RTA Products, only the defective products or parts for a period of FIVE (5) Years.

Replacement parts can only be supplied if parts are available. Items out of production may be unavailable. This warranty will be effective for the applicable time period beginning the date of purchase on your original sales receipt. RTA product's obligation under this warranty is limited to repairing or replacing products or parts as provided herein. This product has been designed for and is intended for office and home-office use only. This warranty is Original Purchaser's sole remedy for product defects, and this warranty does not extend to any product, or damage to any product, caused by or attributed to abuse or misuse, products used for commercial or rental purposes, use modifications of, or attachments to the product, and products or parts not used, maintained, or extended hereunder is in lieu of any and all other warranties, express or implied, including without limitations any implied warranty or merchantability or of fitness for a particular purpose. Please note, all desks made with PVC Laminate surface should not be exposed to direct sunlight, as it may damage the material. Damage of this nature is not covered under this warranty.

RTA Products will not be responsible for indirect, special, incidental or consequential damages. This warranty is limited to merchandise purchased in the Continental United States. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights that may vary from state to state.

RTA Products will advise you of the procedure to follow in making warranty claims. The following are the procedures for warranty claims:

- a. Call us Monday – Friday, from 9am-5pm (Eastern Time) at (866) 782-8262 to explain the defect and give your name, address and phone number. Please have ready the model number of our product, date and place of purchase. You can also write to us by e-mail to warranty@rtaproducts.com and include the same information.
- b. If we determine that replacement will remedy the situation, and in order to determine the extent or the cause of the defect, purchaser will need to send the part in question at purchaser's expense. Once we receive the part, we will examine it and determine whether the claim is valid (or not), and then proceed to send the replacement. We will ship the replacement at our expense.