

# INFINITY CARE

## 5 Year Residential Limited Warranty

- Unlimited USA-based customer & technical support
- 5 Year structural framework warranty
- No-cost replacement on covered parts for 3 years
- Complete Care/No-cost parts & labor (in-home, if necessary) for 1 year

### Complete Care Warranty Period

For In - Home service, Infinity Massage Chairs will arrange all covered parts deemed necessary, to be sent to the consumer and, if necessary, an authorized service provider to repair the product at the customer's residence, at no charge to the customer. If a particular part is no longer manufactured, Infinity Massage Chairs may replace your product with a similar product. Under no circumstances shall the retail replacement value exceed the original net price paid for the product. In the event you choose not to accept a replacement for your product, Infinity Massage Chairs is no longer responsible for making repairs under the warranty coverage.

Any repairs needed during the 3-year parts warranty coverage, Infinity Massage Chairs will provide covered parts at no cost; however, consumer is responsible for any and all shipping, duties and brokerage fees. Structure warranty is limited to the steel and steel-welded parts of the frame, in addition to any wood structure that may exist. If a replacement is issued under the Parts or Structure warranty period, the consumer is responsible for shipping, duties, and brokerage fees related to the replacement. Infinity Massage Chairs, at its sole discretion, will repair or replace any defective part within a reasonable time frame. Field Service is only available in the United States and major metropolitan areas in Canada. Field Service requires pre-approval and, if necessary, must be performed by Infinity Massage Chairs-authorized field service personnel to maintain warranty coverage.

### Warranty Exclusions

Warranties do not cover any loss or damage resulting from: improper installation; unauthorized repairs; use in a commercial or corporate setting; alterations or modifications of original condition; improper use of electrical/power supply; loss of power; electrical disturbances and power surges; dropped product, including but not limited to remote controls; a malfunction or damage resulting from improper use or unreasonable use or maintenance; failure to follow operating instructions; transportation damage; theft; abuse; misuse; neglect; vandalism; or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake, or exposure to weather conditions); loss of use during the period the product is at a repair facility or otherwise awaiting parts or repair; and products purchased or acquired from unauthorized dealers. This warranty is not transferable. Damage incurred due to shipping and handling does not constitute a defect under this warranty. Softening/hardening of foams and filling composites in pillows and pads does not constitute a defect under this warranty as those items naturally change with use. Fading, wear, and pilling of fabrics does not constitute a defect under this warranty as those conditions naturally occur with fabrics. Natural markings and grain and dye variations in leather do not constitute a defect under this warranty, as no two pieces of leather are alike. Failures of attach points, such as, but not limited to: stitching, Velcro, and zippers, do not constitute a defect under this warranty.

To initiate an Infinity Care Warranty claim, simply call our Customer Support Team at 603-910-5000.

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