

## 3 Year Peace of Mind Warranty / Parts & Labor Warranty



### What is Covered-

- This warranty explicitly covers all parts, labor and framework of the chair.
- Includes parts costs and labor for the first year at no cost to the customer.
- Includes parts costs covered for the second year at no cost to the customer.
- Structural Framework on selected products carries an additional one (1) year of warranty for a total of three (3) years.
- Additional extended warranties includes parts costs covered at no cost to the customer. Every customer has the option of purchasing either a one or two year extended parts warranty only.
- If chair is used in a commercial setting (outside the home) chair has a 2 year parts warranty only.

**In-Home Service Warranty Period** – During the In-Home service and parts warranty period, Infinite Therapeutics, at its sole discretion, will repair or replace any defective part within a reasonable time frame. If a particular part is not available, Infinite Therapeutics 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, Infinite Therapeutics is no longer responsible for making repairs under the warranty coverage. For In-Home service, Infinite Therapeutics will arrange for 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. Any repairs needed during the Parts warranty coverage, Infinite Therapeutics will provide parts at no cost; however consumer is responsible for any and all shipping, duties and brokerage fees. Structure warranty is limited to the wooden frame and/or welded parts of the frame for the product. If a replacement is issued under the Parts or Structure warranty period, consumer is responsible for shipping, duties and brokerage fees related to the replacement. 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 an Infinite Therapeutics-authorized field service personnel to maintain warranty coverage.

**Warranty Exclusions** – Warranties do not cover any loss or damage resulting from: improper installation; unauthorized repairs; alterations or modifications of original condition; improper use of electrical/power supply; loss of power; electrical disturbances and power surges; dropped product; 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 from unauthorized dealers. 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, 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.