

Osaki Standard Warranty

1 Year Parts and Labor with an Additional 2 years of Parts

This NON-TRANSFERRABLE Warranty is provided by Osaki Massage Chair LLC. We guaranty that your qualified product will be replaced or repaired if it should it be deemed defective because of faulty parts, workmanship or structural defects during the first year of ownership and replacement parts only for the 2nd and 3rd year, excluding specific limitations contained herein.

What Is Covered*:

- This warranty explicitly covers all mechanical parts, labor and framework of the chair.
- This warranty **includes parts costs and labor for the first year** at no cost to the customer.
- This warranty includes parts costs covered for the second and third year at no cost to the customer.
- When purchased, the extend warranty covers 1 to 2 years of additional labor coverage depending on the extended warranty purchased.
- Excluding the efforts of repacking and the materials required for return shipping, the shipping costs are covered by the warranty.
- If the item is delivered with concealed damaged, it must be reported within 72 hours of receiving the item to qualify for shipping claims to the carrier.

What Is NOT Covered*:

- **Upon receiving the chair, please follow the step by step assembly instruction. Many of the chairs, assembly videos are available. Once the chair is assembled, please remove any zip ties that are visible on the seat portion of the chair. Zip ties are indicators that once completed should not be tampered with unless you are a certified technician.** This warranty does not include normal wear and tear including velcro or zipper malfunction, or tears in any fabric covering by abuse.
- The warranty shall not apply if the product has been damaged physically, whether intentionally or due accident or neglect: including stains, fluids, mold, water damage, animal damage, cuts, burns or is otherwise unsanitary, damaged or soiled.
- This warranty does not cover any loss or damages due to improper installation, unauthorized modification to any part of the product, electrical shortages or surges caused of poor power source or lighting, improper handling, dropping, vandalism, environment conditions such as humidity, dirt, rust, temperature, corrosion or exposure to outdoor weather elements.

Implied Warranty & Other Damages:

- Any implied warranties shall be limited to the duration of the 1 year portion of this limited warranty, and with regard to structural framework, limited to the duration of the 3 year portion of this limited warranty.
- By making a purchase, you agree that Osaki Massage Chair, Inc. will not be liable for any items damaged and/or lost while en route to the specified address. Any claims for such loss or damage must be addressed and resolved with the designated carrier.
- In no case will Osaki Massage Chair, Inc. be liable for incidental or consequential damages, whether such damages are claimed on account of breach of warranty, breach of contract, negligence or

strict/product liability, including without limitation, damage to property (other than the product) or other economic losses.

How to obtain warranty service:

- You must provide proof of purchase for any warranty claim.
- You must obtain a return authorization number in order to ship products to a service center.
- You may obtain service advice, or an RMA number by contacting the Titan Massage Chair Customer Service department toll-free at 1-888-848-2630. Hours of operation for the shipping department are from 10am to 7pm Monday thru Friday.
- Any items attempted to be returned without authorization will be refused and will be sent back at customer's expense.

What do you do when your item does not function correctly:

- Call our toll free # 888-848-2630 and ask to speak with a customer care agent
- Provide a general explanation of what is wrong with the item
- You will mostly likely be asked for your order # and name, in order to proceed with the warranty ticket claim.
- You will be asked additional questions regarding the function of the item and possibly asked to operate the item while on the phone.
- Once the questionnaire has been completed a ticket will be submitted to the manufacturer. It will require up to 48 business hours for a response. Once the repair solution has been provided we will mail the parts required directly to your location
- Once the parts have arrived provide once again your invoice # and name we will arrange for your local technician to contact you to arrange for a time and date to make the repairs.
- If the chair requires major repair work you may be asked to package the chair for safe transport back to us where we will determine to repair or replace. This service is ONLY available in the 1st year of owning your item.