

## Inada Massage Chair 5-Year Limited Warranty (U.S.A.)



Congratulations on your purchase of the best luxury massage chair in the world. As you begin to use your Inada chair, you will enjoy the peace of mind of knowing that our products are built to the most demanding world-class standards. If you need any technical assistance with your Inada product, please contact us by calling 888.769.0555.

This Five (5) Year Limited Warranty (“Warranty”) is valid only on Inada products purchased and used in the United States of America. We warrant Inada massage chair products against defects in materials and workmanship for the service and parts periods specified below. Warranted products may be repaired or replaced at our option.

Proof of purchase in the form of the original receipt is required before any repairs or diagnosis can commence under the Warranty. The Warranty begins on the original purchase date and consists of the following:

- On-site Service:** We cover in-home, on-site service by an authorized service provider.
- Parts:** We supply warranted repair parts and cover shipping to purchaser. Purchaser is responsible for shipping charges to our repair facility in the U.S. and for labor charges.
- Structural:** We supply warranted structural parts and cover shipping back to purchaser for repairs performed at our repair facility. Purchaser is responsible for shipping charges to our repair facility in the U.S. and for labor charges.

	On-site Service	Parts	Structural
New Products	1 year	3 years	5 years
Floor Models < 180 days old	1 year	3 years	5 years
Factory Certified Refurbished Products	1 year	3 years	5 years
Floor Models > 180 days old	60 days	6 months	6 months

**Limitations:**

- Warranty does not apply to rental, business, commercial, institutional or any other non-residential use. If you intend to use your product in a commercial setting, you may contact us to arrange a Commercial Service Contract.
- Warranty is non-transferable and only valid for the original consumer sale of a genuine product within the United States, provided the product has been operated according to the instructions accompanying it and has not been misused or damaged in any way that is beyond the control of Inada. Warranty is valid only if you made your purchase from a United States Authorized Inada Dealer.
- All service covered by this warranty must be approved by Inada and repairs performed by persons authorized by us.
- Warranty applies only to manufacturing defects that effect the proper function of the massage chair.
- Warranty excludes cosmetic items such as fabrics, woods, foam, pads, plastics, upholsteries, exterior coverings, and damage resulting from normal wear and tear.
- Warranty does not cover unnecessary service calls. If no problem is found upon diagnosis by the manufacturer or any other third party, you may be charged our standard rate for service calls, shipping costs, and unreturned parts.
- Warranty excludes any and all damage resulting from any electrical power surges. We recommend using a surge protector with our products.
- In-field service may be limited by the availability of a technician. Surcharges may apply for in-field service that is supplied in rural or remote areas.
- Products require a Return Merchandise Authorization Number (RMA) for any returns to the factory. For returns the consumer is responsible for packing the product in the original box and for requesting arrangement by the responsible agent which only includes "curbside" pickup and curbside delivery. Products received without a valid RMA number or one not clearly marked on the box will be refused.
- Warranty excludes any and all consequential losses, damages or inconvenience caused by equipment failure.
- Warranty excludes any damages resulting from improper installation, unauthorized repairs or modifications, improper use of power supply, dropped product or components (including remote controls), pet damage of any kind, failure to provide manufacturer’s recommended maintenance, transportation or handling damage, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake, or any exposure to weather conditions), and any other damage or malfunction that is not a manufacturing defect.
- Structural coverage is limited to non-moving parts and non-electrical parts. PCBs are excluded from Parts coverage.
- If your product experiences damage that is excluded from Warranty coverage, you are responsible for all labor, part costs, and shipping costs.

This Warranty applies to purchases made on or after June 10, 2009.