



For new massage chairs purchased after 7/16/2015

Extended warranty may be added to an order up to 30 days post delivery. After 30 days post delivery extended warranties cannot be added. You must include your order number or Purchase Order (PO) number in the special instruction section of the shopping cart.

Parts: If any defect shall occur within the first five (5) year time period on the covered parts (see limitations section below), Elite Massage Chairs will supply replacement parts at no cost.

In-Home Service: During the first One (1) Year period commencing on the date of massage chair delivery to the original owner, Elite will provide on-site labor service to the original owner without charge. (Does not apply to certified pre-owned, used, refurbished or floor models).

Shipping: Shipping cost to send a part to our service center for repair or evaluation, and/or shipping of original or replacement parts to the original owner will be paid by Elite for the first One (1) Year. Boxing, packaging material and availability for pickup of any items to be returned for repair will be the responsibility of the customer. Return shipping only applies to chairs sold and delivered in the contiguous 48 United States of America. If upon examination by the service center no breakdown is found, customer will be responsible for all shipping charges incurred.

Labor: During the five (5) Year period commencing on the date of delivery to the original owner, if any defect shall occur which is covered under this Limited Warranty, for those parts shipped to Elite (see limitation section below), Elite will provide labor by Elite authorized technicians without charge at our service center.

Extended In-Home Service Warranty (optional): An additional One (1) Year of in-home service warranty commencing on the expiration of the original Elite Massage Chairs Warranty can be purchased as an option by the original owner at the time of the original online massage chair purchase, for \$295. An additional Two (2) Years of in-home service warranty commencing on the expiration of the original Elite Massage Chairs Warranty can be purchased as an option by the original owner at the time of the original online massage chair purchase, for \$495. Elite can only honor extended warranty coverage purchased and confirmed via valid receipt at the time of original online massage chair purchase, and will not be liable to any inherent claims for extended warranty after the original purchase unless authorized by Elite management. (Extended warranties do not apply to certified pre-owned, used, refurbished or floor models).

To obtain or inquire about service within or outside of this this limited warranty, call the Elite Service Authorization Center toll-free at (800) 592-0548, extension 1.

CONSUMER WARRANTY SUBJECT TO LIMITATIONS AND EXCLUSIONS:

This Limited Warranty shall be void if at the sole discretion of Elite Massage Chairs if the defect is found to be caused or direct influence by accident, unstable electric supply or electrical supply not protected by a surge protector provided by and utilized by the customer, misuse or use of the massage chair not intended for normal operation including any damage to internal components due to the natural wear, or incidental damage to the upholstery after delivery, and improper or unauthorized service, alteration or tampering.

This Limited Warranty does not cover upholstery or covering.

This limited Warranty does not include costs for unnecessary service calls, including costs for in-home service solely for the purpose of educating the customer about the product.

Warranties are only valid within the United States and Canada provided the equipment has been operated according to the instructions accompanying it. The warranty only applies to the product and does not include any accessories or enhancements.

Softening of foams and filling composites in pillows, pads, and memory foam kits, or any visual changes in the upholstery coverings do not constitute a defect under this warranty, as those items naturally soften and wear 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 or synthetic leather material are alike.

Warranties do not cover any loss or damage resulting from: Improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped product, a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance, 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. Damage incurred due to shipping and handling does not constitute a defect under this warranty.

Failure to follow Important Safety Warnings provided in Elite Massage Chair user manuals will void warranty.

Under no circumstance shall Elite Massage Chairs or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical, and the like), even if any party has been advised of the possibility of such damages.

Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied warranty or merchant-ability or fitness for particular use. Elite Massage Chairs' sole liability and the purchaser's exclusive remedy shall be for the repair, or at Elite Massage Chairs option, for the replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available,

Elite Massage Chairs reserves the right to make substitutions in lieu of repair or replacement.

Warranties do not apply to demonstration, rental, business, commercial, institutional, or other non-residential users.

This warranty only covers failures due to defects in materials or workmanship and does not cover normal wear and tear or cosmetic damage.