

LIMITED FIVE-YEAR WARRANTY



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 FAMILY INADA (“INADA”) products are built to the most demanding world-class standards. It is INADA's mission to design, develop, manufacture and sell innovative, high- quality massage chairs that create a better and healthier way of life. We appreciate your commitment to our mission and our products and are pleased to let you know that the INADA Chair that you purchased comes with a limited five-year warranty.

Please read the following warranty information for important disclosures before using your new Inada Chair.

Coverage Guidelines:

The warranty begins on the original purchase date and consists of the following. Warranties are valid only if you made your purchase from an Authorized Dealer.

In-Field Service: INADA will cover in-field service.

Factory Service: INADA will cover shipping to INADA, supply repair parts covered by this coverage, cover labor for repair work, and return shipping to purchaser when repairs are completed.

Parts: INADA will supply repair parts covered by this coverage and cover return shipping to purchaser for repairs performed at the factory.

Structural: INADA will supply repair parts covered by this coverage and cover return shipping to purchaser for repairs performed at the factory.

	In-Field Service	Factory Service	Parts	Structural
New Products	90 days	1 year	3 years	5 years
Refurbished Products	N/A	60 days	6 months	6 months
Floor Demo	N/A	60 days	6 months	6 months

In the unlikely event that your chair malfunctions or requires repair, please contact the vendor (place of original purchase).

Limitations:

- The warranty is non-transferable and only valid for the original consumer sale of a genuine product within the United States (except Hawaii and Alaska), 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.
- All service covered by this warranty must be approved by INADA and repairs performed by authorized technicians.
- The warranty applies only to the massage chair. Accessories, enhancements, remote controller, and microphone are not covered.
- The warranty excludes cosmetic items such as fabrics, woods, foam, pads, plastics, upholsteries, or any exterior coverings.
- The warranty excludes the damage as a result of normal wear and tear.
- INADA is not responsible in any way for losses, damages or inconvenience caused by equipment failure.
- The warranty does not apply to rental, business, commercial, institutional or other non-residential users.
- The warranty excludes any damages resulting from: improper installation, unauthorized repairs or modifications, improper use of power supply, dropped product, 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 any exposure to weather conditions).
- The warranty excludes any damages due to shipping and handling. In-field service may be limited for reasons including but not limited to the availability of a technician.
- The Warranty does not cover unnecessary service calls or if no problem is found upon diagnosis by the manufacturer or any other third party.
- 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.
- Electric components including but not limited to control circuit boards are excluded from the supply repair parts of "Parts" coverage.
- Electric components including but not limited to control circuit boards and mechanical components are excluded from the supply repair parts of "Structural" coverage.
- Proof of purchase (original receipt) and a Return Merchandise Authorization Number (RMA) are required for all warranty repairs.
- If your product experiences damage that is excluded from coverage, the consumer will be responsible for all repair, travel, and part costs in addition to any applicable duties, taxes and brokerage fees.