



A World Beyond Relief™

---

### Warranty Information

truMedic® warrants this truMedic® InstaShiatsu+Massage Chair against defects in materials and/or workmanship under normal use for a period of **TWO (2) YEAR** from the date of purchase by the original purchaser ("Warranty Period"). Normal use is defined as use by an end-user in a residential location. If a defect arises and a valid claim is received within the Warranty Period, at its option, truMedic® will either

- 1) Repair the defect at no charge, using new or refurbished replacement parts
  
- 2) Replace the truMedic® InstaShiatsu+Massage Chair with a new or refurbished truMedic® InstaShiatsu+Massage Chair
  
- 3) Provide a credit in the amount of the purchase price of the original product. A replacement product or part, including a user-installable part installed in accordance with instructions provided by truMedic®, will be covered for the remaining warranty period of the original product. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes truMedic's property. When a credit is given, the original product must be returned to truMedic® and becomes truMedic's property.

**Obtaining Service:** To obtain warranty service, call truMedic's Warranty Service at 888-264-1766 or contact the company via email at [service@truMedic.com](mailto:service@truMedic.com). Please be prepared to describe the truMedic® InstaShiatsu+Massage Chair model that needs service and the nature of the problem. Proof of purchase is required. All repairs and replacements must be authorized in advance. Service options, parts availability and response times will vary.

Limits and Exclusions: Coverage under this Warranty is limited to the United States of America, excluding the U.S. Territories of Guam, Puerto Rico, and the U.S. Virgin Islands and including Canada. This Warranty applies only to products manufactured by truMedic® that can be identified by the “truMedic®” trademark, trade name, or logo affixed to them or their packaging. The Warranty does not apply to any non-truMedic products. truMedic®, in so far as permitted by law, provides these products “as is.” This warranty does not apply to:

- a) Damage caused by failure to follow instructions relating to product’s use or the installation of components
- b) Damage caused by accident, abuse, misuse, fire, floods, earthquake or other external causes
- c) Damage caused by service performed by anyone who is not a representative of truMedic
- d) Accessories used in conjunction with a covered product
- e) A product or part that has been modified to alter functionality or capability
- f) Items intended to be periodically replaced by the purchaser during the normal life of the product including, without limitation, batteries or light bulbs
- g) Any product sold “as is” including, without limitation, floor demonstration models and refurbished items
- h) A product that is used commercially or for a commercial purpose

TRUMEDIC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, TRUMEDIC DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF TRUMEDIC CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY.