

# OSIM Warranty Policy

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## SECTION 1: REFUND

- 1.1 OSIM do not accept change of mind refunds once payment is received. Customer shall pay at least 15% in escrow as a non-refundable deposit. Deposit shall secure or reserve the stock and is not refundable under any circumstances.
- 1.2 If you are dissatisfied with your online orders(Subject to 1.1), OSIM can issue a return and refund within 14 calendar days of receiving the shipment.
- 1.3 The return product must be in its original condition and packaging.
- 1.4 Once your return has been received and inspected, we will issue a refund, less return shipping costs and a 15% re-stocking/escrow fee unless the product is defective or the return is a result of an error by OSIM.
- 1.5 Refunds will be provided in the same way that the initial payment was made.
- 1.6 OSIM reserve the right and at our sole discretion on either refund or credit voucher.

## SECTION 2: COVERAGE GUIDELINES

- 2.1 The warranty begins on the original purchase date / date of delivery.
- 2.2 One year standard warranty valid only if you made your purchase from an official OSIM outlets in New Zealand.
- 2.3 If the product does not perform in accordance with its specifications during the warranty period, OSIM will meet our obligations under the New Zealand Consumer Law subject to the terms and conditions, to repair or replace, Please email to [info@osim.co.nz](mailto:info@osim.co.nz) or contact OSIM New Zealand on +64 9 366 6633. Proof of purchase (i.e. invoice or purchase receipt) must be presented for warranty verification.
- 2.4 Brand-new massage chairs come with one-year warranty with location requirement as following:
  - 2.4.1 If you are in Auckland, OSIM New Zealand offers 1st year of all-inclusive warranty including parts and labours.
  - 2.4.2 If you are outside of Auckland, the service and maintenance of your chair is required to be performed at our service depot. Customers shall be responsible on the round-trip transportation cost.
  - 2.4.3 Subject to the applicable consumer laws, you must pay for all packing, freight and insurance costs for transit of the product to OSIM. The product will be at the owner's risk whilst in transit to and from OSIM.
  - 2.4.4 Quotation will be given at the time of request and charge upon distance.

- 2.5 OSIM New Zealand offers 1st year of free parts and labours and a **one-time** complimentary leather pad replacement if not causing by human damage.
- 2.6 From second year, all other chargeable fees such as transportation, parts, inspection, and labour will be applicable to customers upon distance of our service depot location to customer's address.
- 2.7 To the extent permitted by law, OSIM's maximum liability under the standard warranty shall not exceed the original purchase price of the product or, at OSIM's option, the cost of replacing the product.
- 2.8 OSIM reserves the right to replace the product or relevant part with the same or equivalent product or part, rather than repair it. Where a replacement is provided the product or part replaced becomes the property of OSIM. OSIM may replace parts with refurbished parts.
- 2.9 Replacement of the product or part does not extent or restart the standard warranty period nor extended warranty period.
- 2.10 OSIM and its authorised service centres may seek reimbursement of any costs incurred by them when the product is found to be in good working order.

### SECTION 3: LIMITATIONS

- 3.1 OSIM New Zealand reserves the right to do warranty work at the service depot.
- 3.2 The warranty is non-transferable and only valid for the original consumer sale of a genuine product and has not been misused or damaged in any way that is beyond the control of OSIM New Zealand.
- 3.3 All service covered by this warranty must be approved by OSIM New Zealand and repairs performed by authorised technicians.
- 3.4 The warranty will not apply:
  - 3.4.1 If the product has not been installed, maintained or used in accordance with the manufacturer's instructions provided with the product.
  - 3.4.2 If the factory applied serial number has been altered or removed from the product.
  - 3.4.3 Upon damage, malfunction or failure resulting from alternations, accident, misuse, abuse, fire, liquid spoilage, mis-adjustment of customer controls; due to incorrect voltage, power surges and dips, thunderstorm activity, voltage supply problems, unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product.
  - 3.4.4 Upon damage arising during transportation, installation or while moving the product, or to any transportation costs of the product or any parts thereof to and from the owner.
  - 3.4.5 Upon damage as a result of normal wear and tear.
- 3.5 The warranty excludes cosmetic items such as fabrics, woods, foam, pads, plastics, upholsteries, or any exterior coverings.

- 3.6 This warranty excludes damages due to shipping and handling.
- 3.7 All damages will be determined by OSIM New Zealand's trained Technician.
- 3.8 The following conditions are not covered under warranty for leather pads:
  - 3.8.1 Wear and tear, abuse and neglect, physical damage from pets, odours, scratching or peeling of leather. All damages will require a trained technician from OSIM New Zealand to be determined.
- 3.9 OSIM is not liable in any way for losses, damages or inconvenience caused by equipment failure.
- 3.10 The warranty does not apply to rental, business, commercial, institutional, or other non-residential users.
- 3.11 The warranty excludes any damages resulting from: improper installation (unless installation completed by OSIM), unauthorised repairs or modifications, improper use of power supply, dropped product, failure to provide manufacturer's recommended maintenance, moving the product, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake, or any exposure to weather conditions).
- 3.12 OSIM will not be liable for any loss, damage or alternations to third party hardware or software or any part of the product, no matter how occurring, or for any loss or damage arising from loss of use, loss of profits or for any resulting indirect or consequential loss or damage.

#### **SECTION 4: CONSUMER GUARANTEES**

- 4.1 As a consumer, you are entitled to the benefit of statutory consumer guarantees in respect of items purchased from OSIM. In accordance with New Zealand Consumer Law, if the item has a minor failure, the consumer is entitled to, at the election of OSIM, have the goods repaired or replaced. If the item has a major failure, you may have the right to reject the item and seek a refund or exchange (subject to section 1.) or you may keep the item and seek compensation for any drop in the value of the product.