

# WARRANTY INFORMATION

## Introduction

Luraco Health & Beauty LLC is dedicated to offering our valued customers the best massage chair buying experience available. As part of this commitment, the company works very hard to provide customers with the best warranty plan available. We guarantee any defective massage chair will be repaired or replaced during the effective warranty period.

### What is covered in this warranty:

#### 1) For Home Use:

- This warranty includes parts and in-home labor costs covered for the first 3 years at no cost to customer.
- This warranty includes an additional two (2) years for parts at no cost to the customer.

| Products  | Application | In-House Service | Parts     | Structural Frame |
|---|-------------|------------------|-----------|------------------|
| iRobotics 7 Series,<br>Legend Series,<br>Sofy Series, | Home Use    | 3 (Years) *      | 5 (Years) | 5 (Years)        |

#### 2) For Commercial Use:

- This warranty includes parts and labor costs covered for the first 6 months at no cost to the customer.
- This warranty includes an additional 6 months for parts at no cost to the customer.
- Does not include Alaska, Hawaii, Puerto Rico, or International sales.

| Products  | Application    | In-House Service | Parts    | Structural Frame |
|---|----------------|------------------|----------|------------------|
| iRobotics 7 Series,<br>Legend Series,<br>Sofy Series, | Commercial Use | 6 (Months) *     | 1 (Year) | 1 (Year)         |

### What is NOT covered:

- This warranty does not cover any loss or damage resulting from: improper installation, alterations or modifications of original condition, or unauthorized repairs.

- This warranty does not cover damage resulting from improper use of electrical/power supply, electrical disturbances and power surges, cracked remote control screens, cosmetic changes, improper operating environment, or damage caused by animals or liquids of any kind.
- This warranty does not cover damages from floods, storms, fire or other natural disasters
- This warranty does not include any shipping or installation expenses incurred.
- This warranty does not apply to normal wear and tear including leather or fabric covering.
- The warranty does not apply if the product has been damaged physically, whether intentional, accidental or by neglect: including but not limited to stains, fluids, mold, water damage, pet or insect damage, cuts, burns, loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair; and products purchased from unauthorized dealers.
- Unnecessary service request. If no problem is found by service technician, you may be charged for service calls, labor, and travel costs.
- Display models that have been on showroom floor for more than twelve (12) months are not covered under this limited warranty.
- Warranties are non-transferable and apply only to the original purchaser at the original location.
- If moving, please contact Luraco at 817-633-1080 before you move for more details.

### **Implied Warranty**

Any implied warranties shall be limited to the duration of the 3-year portion of this warranty for home use and 6-month portion of this warranty for commercial use. With regard to structural frame, it is limited to the duration of the 5-year portion of this warranty for home use, and 1-year portion of this warranty for commercial use.

In no case will Luraco Health & Beauty LLC be liable for incidental or consequential damages, whether such damages are claimed on basis of breach of warranty, breach of contract, negligence or strict/product liability, including without limitation, damage to property (other than the product) or other economic losses.

Luraco Health & Beauty LLC shall not be liable for any personal injury, property, or any incidental or consequential damages of any kind resulting from malfunctions, defects, misuse, improper installation or alteration of this product.

### **Extended Warranty Plan**

Luraco's massage chairs come with a high expectation of performance and reliability, and should last for many years. However, all products have a defective rate. If something does go wrong, Luraco Health & Beauty LLC offers a purchased Extended Warranty Plan.

The Extended Warranty Plan provides home use customers an additional 2 years of comprehensive protection for Luraco's massage chairs. You can rest assured that your massage chair will be taken care of as soon as possible.

Extended warranty must be purchased within the first three (3) years of original chair purchase.

**Note:** Extended warranty plan is available for in-home use application only. Luraco Health & Beauty LLC does not offer this plan for commercial use.

### **How to get warranty service:**

- **Customer may obtain service advice by contacting Luraco Health & Beauty LLC Customer Service Toll-free at 1-800-483-9930.**
- **Customer must provide proof of purchase to claim any warranty.**
- **Customer must obtain a return authorization number in order to ship the chair to a service center.**

### **Important return Instructions:**

**If you need to send a chair to Luraco Health & Beauty LLC, please follow the steps below**

- 1. A return must be coordinated by the dealer where the chair was purchased.**
- 2. Dealer will get a return authorization by calling 817-633-1080 Option 2.**
- 3. Carefully pack the item in its original carton or other suitable box to avoid damages in shipping.**
- 4. Before packing your unit, be sure to enclose:**
  - a. Your name with full shipping address and telephone number**
  - b. A dated receipt for PROOF OF PURCHASE**
- 5. Take pictures of your chair before packing it up.**

**Include documentation detailing the problem you are having with your chair.  
All shipping cost must be prepaid by the customer.**