



PEDICURE CHAIRS AND FURNITURE
WWW.LUXSPACHAIRS.COM

LUX SPA LIMITED WARRANTY (updated 09/01/2021)

TERM COMMENCEMENT:

Thank you for your interest in the products and services of LUX SPA Pedicure Chairs & Furniture. Limited warranty term commences on date product is received by the customer.

This Limited Warranty applies to physical goods, and only for physical goods, purchased from LUX SPA (the "Physical Goods").

WHAT DOES THIS LIMITED WARRANTY COVER?

- 1-Year Parts Exchange Limited Warranty on ALL LUX Pedicure Chairs including:
 - Magnet Jet System
 - Discharge Pump System
 - Remote Control
 - Powered Seat Motor
 - Pro-Touch Massage System
- 2-Year Parts Exchange Limited Warranty on Pro-Touch Massage System
 - LUX LS250 Pedicure Spa Chair
 - LUX LS300 Pedicure Spa Chair
- 3-Year Parts Exchange Limited Warranty on Pro-Touch Massage System
 - LUX ES450 Pedicure Spa Chair
 - LUX Royal HB550 Pedicure Spa Chair
- 90-Day Parts Exchange Limited Warranty
 - All purchased parts & accessories
 - Furniture: technician stool, customer chair, manicure table, reception desk, polish rack

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

During the Warranty Period, LUX SPA will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

WHAT DOES THIS LIMITED WARRANTY NOT COVER?

Wear and tear, physical damage, abuse, misuse, accidental events are not included in this Limited Warranty. Replacement parts are supplied with instructions and specially designed for simple installation; therefore, do not require a technician onsite.

WHAT IF PRODUCT IS DAMAGE DURING SHIPPING:

All shipments are warranted with freight insurance. Shipping damages must be reported within as soon as possible or at least Twenty-Four (24) Hours after receiving the products. Customers must inspect the shipment to make sure there are no damages prior to signing the Bill of Lading (BOL - provided by the trucking company). If there is any damage to the shipment, please take numerous photos and notate it on the BOL **before** signing it and contact LUX SPA Customer Support immediately for making a damage report.

WHAT WILL WE DO TO CORRECT PROBLEMS?

The most technical issues can be troubleshooted and resolved by our technical support team by phone or video call. LUX SPA will either repair the Product at no charge, using new or refurbished replacement parts. Replacement parts are supplied with instructions and specially designed for simple installation; therefore, do not require a technician onsite. If there should be technical issues or part installation needs extra guidance, our technicians will video call to resolve the problem.

PART REPLACEMENT SHIPPING FEE:

Shipping fees for replacement parts are covered under this Limited Warranty. Customers must return the defective parts to LUX SPA, attn: Warranty Department, 226 Linwood Rd, Gastonia, North Carolina, 28052.

WARRANTY DISCLAIMER:

LUX SPA shall have no obligation to repair, replace or refund until the verification process is completed. This limited warranty applies only to LUX SPA Pedicure Spa Chairs utilized in the United States. This Limited Warranty is not transferable. This Warranty is void if products are removed from its initial location of shipment as provided from the invoice. Furthermore, the Limited Warranty is void if the product is subjected to improper maintenance, negligence, improper cleaning or any other circumstances beyond LUX SPA's control.

LUX SPA PEDICURE CHAIR & FURNITURE

Technical Support Team
(704) 703-1991

FaceTime Video Call Support Team

(704) 642-9894

Mailing Address

Attn: WARRANTY DEPARTMENT
226 Linwood Rd
Gastonia, North Carolina
28052, USA.