

Terms and Conditions

Section 1: Warranty

- 1.1 If goods are faulty we will meet our obligations under the Australian Consumer Law but proof of purchase is required.
- 1.2 Subject to the terms and conditions set out below OSIM agrees to repair or replace at OSIM's cost, purchased by you in Australia from OSIM when the product does not perform in accordance with the manufacturer's specification during:
 - 1.2.1 The standard warranty period of 1 year, commencing from the date of purchase or date of delivery in case of massage chair; and
 - 1.2.2 The extended limited warranty period specified (if purchased in accordance with section 2 below)
- 1.3 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. Replacement of the product or part does not extend or restart the standard warranty period nor extended warranty period.
- 1.4 Proof of purchase (i.e. invoice or purchase receipt) must be presented when requesting service under the Standard or Extended Warranties. The repair will be at owner's cost if there is no evidence that the product is within warranty period.
- 1.5 Subject to the applicable consumer laws in your jurisdiction, both standard and extended warranties do not include all packing, freight and insurance costs for transit of the product to OSIM.
- 1.6 The product will be at owner's risk whilst in transit to and from OSIM.
- 1.7 OSIM and its authorized service centers may seek reimbursement of any costs incurred by them when the product is found to be in good working order.
- 1.8 First year comprehensive in-home warranty (for massage chair only), including Parts and Labour for metro area (Within 30km from CBD) in Sydney, Melbourne and Brisbane.
- 1.9 First year comprehensive warranty (for massage chair only) for outside OSIM normal business operations' area in Australia, including Parts and Parts Delivery; and the Labour is covered if good was returned to Workshop in Sydney, Melbourne, or Brisbane. Chair delivery fee is not including.

Section 2: Extended Warranty (Massage Chairs Only)

- 2.1 The extended warranty may only be purchased on the same day when you made the purchase for massage chair. The extended warranty period begins upon expiration of the standard warranty period.
- 2.2 The extended warranty includes free parts and labor for metro area (Within 30km from CBD) in Sydney, Melbourne and Brisbane during the entire period of the extended warranty term period. Distance charge will be applied over 30km from metro area.
- 2.3 OSIM is entitled to terminate the extended warranty by written notice to the owner, in the event that, in OSIM's opinion, the product is used contrary to its specifications, in which case OSIM will not pay a refund for the unexpired period of the extended warranty factory.
- 2.4 If the product is replaced during the extended warranty period, the extended warranty automatically terminates upon replacement.
- 2.5 Both standard and extended warranties are not transferable to a new owner, in the event of sale of the product.

Section 3: Warranty Exclusions and Limitations

To the full extent permitted by law, the standard and extended warranties will not apply:

- 3.1 If the product has not been installed, maintained or used in accordance with the manufacturer's instructions provided with the product.
- 3.2 If the factory applied serial number has been altered or removed from the product.
- 3.3 Normal wear and tear; to 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, acts of god, voltage supply problems, unauthorized 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 To 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.
- 3.5 To any failure to the extent that the failure is not a failure of the product to perform in accordance with its specifications.
- 3.6 The replacement or repair of any (1) consumables – including leather, fabric, upholstery, batteries and cables, or (2) lost parts or accessories.
- 3.7 To service of any product whilst it is outside Australia.
- 3.8 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.
- 3.9 The standard and extended warranty will not apply, if the product is intended to be used, or is used at any time, in commercial, business, industrial or rental applications.

Section 4: Delivery

- 4.1 Anytime for delivery of goods quoted by OSIM shall be approximate only and OSIM shall not be liable to any delay and the buyer.
- 4.2 You are guaranteed to receive your product in good condition at your door. You have both a right and responsibility to inspect your product upon delivery.
- 4.3 Please note that our standard delivery is to your door only, it means that we move the massage chair into your home and place it where you wanted it is a complimentary service provided by OSIM.
- 4.4 We do not know your home or the sizes of your doors and stairs; we do not guarantee that we can put the massage chair (60-140KG) anywhere you wanted, especially going upstairs, through narrow corridors and corners; We will not provide refund if the chair cannot be placed at your desired location.
- 4.5 We will do our best to protect your massage chair; however we are not liable for any damage caused to your home furnishings or to the massage chair.

Section 5: Consumer Guarantees

As a consumer, you are entitled to the benefit of statutory consumer guarantees in respect of items purchased from OSIM. In accordance with Australian 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, or you may keep the item and seek compensation for any drop in the value of the product.