

Warranty Statement (Philippines)

Note: This Warranty is valid only for TTRacing products (**Products**) that you bought through our authorised distributors. These include our online store located at ttracing.my as well as websites and flagship stores in online marketplaces that are authorised by TTRacing (hereby known as “**Stores**”). We cannot guarantee warranty support for TTRacing Products which are purchased through channels outside of our Stores as we cannot determine the authenticity or original condition of the product and its functional parts.

a. What is the coverage of Warranty?

All of our customers enjoy a 2-year limited hardware warranty on mechanical parts.

The following claims are covered by TTRacing’s Warranty:-

- Incomplete set of parts on delivery.
- Any defect(s) of part(s) during delivery such as hydraulics, recline mechanism, and tilt mechanism.
- For electric powered desk
 - malfunction in lifting motor

b. Terms and conditions of Warranty

- During the Warranty period, we will repair or replace part(s) that are covered under warranty **excluding delivery costs** upon request.
- Any part(s) that have been repaired or replaced will be covered for the remaining warranty period of the original.
- It is strongly advised to notify us of damage(s) or defect(s) before assembly. Otherwise, the warranty will not cover for physical damages after assembly.
- Warranty claims must be submitted within 7 days of noticing the defect through the "Contact Us" page. You must also provide us with a clear picture and videos so that the claim can be handled effectively.
- The warranty will start from the date you received your product which will be recorded on our delivery records for your order.
- Except as expressly provided in this warranty, TTRacing excludes all express and implied warranties under the Sale of Goods Act 1957 (Revised 1989) governing the sale of consumer goods to the extent it is lawful to do so.

c. What is not covered under the warranty?

TTRacing's warranty does not cover the following claims:-

- Normal wear and tear of chair materials (PU leather, Air Threads Fabric, Faux leather).
- Damage(s) to the chair or any part of it resulting from alteration and modification.
- Damage(s) caused by self-assembly or improper assembly from a third party
- Damage(s) caused by abuse or improper usage that deviates from the Guided User Manual.
- Damage(s) caused by incidents beyond our control such as fire, flood, collapse of property.
- Damage(s) caused by missing or damaged part(s) after assembly
- Expenses for return delivery for inspection and replacement.

To avoid having your warranty terminated and to maintain your chair's condition, it is important to read the Aftercare page which lists usage and maintenance instructions.

d. How to make a warranty claim?

Please submit your warranty service claims within **7 days of noticing the defect** in order for us to handle it effectively.

All warranty claims must be submitted through our "Contact Us" page. Please ensure that you submit your order number as well as relevant pictures and/or videos to ensure proper handling. Failure to submit any of these details will result in your claims being ignored.

During the warranty period, replacement parts as well as the necessary replacement instructions will be shipped to you **excluding delivery costs**. However, you may, by your own responsibility, replace the parts by yourself or through a third party.

Replacements may vary slightly in looks from the original parts as some of the parts have been finished by hand. Replacement parts will be covered throughout the remaining warranty period of the originals.

We may also require you to ship faulty parts back to us if softcopy evidence is insufficient for us to identify the cause of the issue.

Costs for repair and replacement after the warranty period will be incurred by you. This will include handling, transport, packaging and customs duty.

e. Limitations of Warranty

TTRacing reserves the right to determine if the warranty is effective or if such part(s) can be repaired or replaced. Damages caused by improper actions that deviate from the intended usage of the product(s), including, but not limited to modification or abuse will result in termination of warranty with immediate effect.

The TTRacing Warranty applies to the original purchaser only. TTRacing should be notified if there is any transfer of ownership and warranty to ensure that the new owner will not encounter problems during the warranty claim process.

This Warranty does not, in any way, limit or suspend your statutory consumer rights. Consumers are free to make a warranty claim under this Warranty while also exercising said rights.

TTRacing's maximum liability towards you is the monetary value you paid for the products. In no event will our liability to you exceed beyond the aforementioned value. We also do not limit our liability to you where it would be unlawful under consumer protection laws.

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