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# MUSO Warranty Policy

The following policy applies for items sold and shipped by MUSO and only to products purchased new-in-box ("MUSO Products" or "Products") and does not cover products manufactured by brands other than MUSO.

The product warranty is valid for the original purchaser of the products only and is non-transferable. Our authorized channels are the official website <https://www.musso.co/> and any store(s) registered in the name of a MUSO entity online. Regretfully, we cannot determine the authenticity or original condition of products sold through other channels. Hence, we cannot provide warranty service for those products.

## Warranty Periods

### Ergonomic Chairs Warranty Periods

Products	Parts Covered	Standard Warranty	Complimentary Extended Warranty*
Ergonomic Chairs	Olyamide Frame, Footbase, Casters	10 Years	12 Years
	Lumbar support, Headrest	8 Years	10 Years
	Armrests, Gaslift, Tilt Mechanism	5 Years	7 Years

### Ergonomic Chairs Warranty Extension

You can receive a complimentary 2-year warranty extension.

#### Steps to extend the warranty:

1. Take a photo or video of your new MUSO Ergonomic Chairs.
2. Post it on Facebook, Instagram, Twitter, Reddit, Youtube, Twitch or TikTok with #musso ergonomic chairs. Set your post to Public so we can view it.
3. Copy the post URL and submit your information [here](#).

#### Terms and Conditions of the Warranty Extension Policy:



- The post must be Public kept for at least 60 days. Stories do not count as posts.
- Only MUSO chairs fulfilled within one year of the application for warranty extension will qualify.
- Warranty is extendible only once per chair.
- You will receive a status update on your application via email within 5 working days.
- Be aware that local laws may require you to add #promotion, #ad or your local language equivalent to your post.
- MUSO has absolute discretion to change the parameters of the warranty extension program at any time. MUSO's decisions on all aspects of this program are final and binding.

### Accessories Warranty Period\*

Products	Standard Warranty
Carpet	5 years
Desk Mat	5 years
Blanket	5 years

\*Warranty Extension Policy does not apply to accessories.

## Warranty Terms

### What is covered under this warranty?

- Missing components of the Products at the time of delivery.
- Defects in the manufacturing of materials used for the Products at the time of delivery.
- Defects in the functionality of the Products, including but not limited to



hydraulics, armrests, castors and lifting systems.

- Failure of the Products to correspond with the description in the applicable contract of sale at the time of delivery.

The warranty period starts from the date of delivery of the Products, based on valid tracking details. During the applicable warranty period, MUSO will repair, replace, or refund (at its option and following applicable law) any product, part, or component covered by this warranty.

### **What is not covered under this Warranty?**

- Normal wear and tear including, but not limited to, the wear and tear or degradation of mesh, top portion of armrests, lumbar support, exterior of castors, and variance of tightness of mechanisms.
- Any damage to the Products or to any property or person caused by failure to adhere to Musso's published instructions and guidelines, accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes (including, without limitation, use of the Product in unsuitable environment or conditions).
- Defects in a Product that has been modified or altered, including the substitution of any unauthorised components for use in place of the original components in the Product.
- Defects in the Product caused by failure to use, apply, install, reconfigure, or maintain the Product or component according to MUSO's published instructions.
- Minor aesthetic and cosmetic abnormalities or variations which do not affect the functionality of the Products.
- The labour required to replace any defective parts for the Products.

### **How to make a warranty claim?**

- Have your proof of purchase ready.
- A valid proof of purchase (your emailed invoice or official purchase record with order number) must be presented for any warranty claim to enable MUSO to reasonably verify the claim.
- Submit your claims via this contact form to ensure proper handling.
- You must provide us with a clear image photograph or video of the alleged defect, and other details we may request regarding the defect. If you refuse to send us the photograph or video that we need to process your claim, we assume that you have abandoned your claim or that it is invalid.
- Upon verifying the defective part, we will ship a replacement to you at our own cost.
- Clear instructions will be provided to guide you in installing the replacement part. Replacement parts are covered by the balance of the original warranty, 30 days, or as required under applicable law, whichever



is longer.

MUSO reserves the right to determine whether a benefit under this warranty may be claimed. Any item requiring repair or replacement due to any of the warranty exclusions will be at the purchaser's expense. MUSO also reserves the right to refuse any warranty claims if it believes that the claim is fraudulent or made in bad faith. Any repair or replacement under this warranty is limited to the defective part or material only. Components replaced under this warranty may vary in colour and texture to the original. Where MUSO has determined that a benefit under this warranty may be claimed, the costs incurred in repairing or replacing the specific defective part or material (including the cost of materials or postage) shall be borne by MUSO.

### **Limitations of our Liability**

We are accountable solely for proven actual and direct damages resulting directly from your purchase of the products. Our liability to you will not exceed the price paid for the products under any circumstances.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for:

- Death or personal injury resulting from negligence;
- Fraud or fraudulent misrepresentations;
- Consumer protection is mandated by statute and cannot be waived or limited by contract.