

Updated: January 01 2024

HINOMI Warranty Policy

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

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.hinomi.co/> and any store(s) registered in the name of a HINOMI 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

Chairs and Desks Warranty Periods

Products	Parts Covered	Standard Warranty	Complimentary Extended Warranty*
Ergonomic Chairs	Skeletal Frame, Aluminum Frame, Wheelbase, and Polyamide Frame	10 Years	12 Years
	Lumbar Support, Central Mechanism Hub, Armrest Mechanism, Castor Mechanism	5 Years	7 Years
Standing Desks	Electric Motor, Control Panel, Voice Control Module, Leg Lift mechanism	5 Years	7 Years
	Leg Frame	10 Years	12 years

Chairs and Desks 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 **HINOMI ergonomic chairs or standing desks**.
2. Post it on Facebook, Instagram, Twitter, Reddit, Youtube, Twitch or TikTok with #hinomi. 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 HINOMI chairs and desks 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.
- HINOMI has absolute discretion to change the parameters of the warranty extension program at any time. HINOMI's decisions on all aspects of this program are final and binding.

Accessories Warranty Period*

Products	Standard Warranty
Laptop Tray	10 years
Desk Pegboard	10 years
Metal Cable Tray	10 years
Balance Board	5 years
Air Lift Side Table	5 years
Monitor Arms	5 years
Desktop Shelf	5 years
Footrest	3 years
Power Strip	1 year
Other items not covered above	1 year

*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, HINOMI 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 HINOMI'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 HINOMI'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 HINOMI 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.

- Should you require labour to install the replacement part, a labour fee of \$60 will be charged.

HINOMI 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. HINOMI 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 HINOMI 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 HINOMI.

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.