



## CONSUMER WARRANTY

**OGAWA products have the following warranty:** OGAWA's Smart 3D massage chairs, and massaging motion upholstery provide a Three (3) year in-home service & parts warranty, and a five (5) year framework warranty. OGAWA's Active and Refresh massage chairs, and massaging motion upholstery provide a one (1) year in-home service warranty, a two (2) year parts warranty, and a five (5) year framework warranty. OGAWA foot massager and foot and calf massagers provide a one (1) year in-home service, parts and labor warranty. OGAWA products will be either repaired by the consumer or by an in-home technician. OGAWA customer service will not issue Return Material Authorizations (RMAs) for products. OGAWA will not issue Return Material Authorizations (RMAs) for buyer's remorse.

## MESSAGE CHAIRS

### Ogawa Smart 3D

#### **5 (Five) Year Limited Warranty**

- This warranty includes ***In-Home Service, Parts, & Labor*** for **3 (3) year** at no cost to the customer.
- This warranty includes ***structural framework*** coverage for all **5 (five) years** at no additional cost to the customer

### Ogawa Active & Ogawa Refresh

#### **5 (Five) Year Limited Warranty**

- This warranty includes ***In-Home Service, Parts, & Labor*** for the **1<sup>st</sup> (one) year** at no cost to the customer.
- This warranty includes ***part costs*** covered for the **2<sup>nd</sup> (two) year** at no cost to the customer.
- This warranty includes ***structural framework*** coverage for all **5 (five) years** at no additional cost to the customer

## OGAWA FOOT MASSAGERS

### Ogawa Foot Therapy Plus

#### **1 (One) Year Limited Warranty**

- This warranty includes ***In-Home Service, Parts, & Labor*** for the **1<sup>st</sup> (one) year** at no cost to the customer.



## **Ogawa OmKnee Foot and Calf Massager**

### **1 (One) Year Limited Warranty**

- This warranty includes ***In-Home Service, Parts, & Labor*** for the **1<sup>st</sup>** (one) **year** at no cost to the customer.

Ogawa covers their massage chairs for 5 Years after the date of purchase. Ogawa provides a 1 Year In-Home service program and a 2 Year Parts replacement program, for any component deemed defective. The 1 Year In-Home service program covers both the Massage Chair and Massaging Motion Upholstery. Ogawa also covers the structural framework for 5 years from the date of purchase.

### **SERVICE AND TECHNICAL SUPPORT**

To ensure the highest level of quality and support services OGAWA will assist in all technical support and warranty issues. To receive OGAWA service customers may contact the customer service department by dialing **1-844-438-6429** and pressing **2** for **support** between 9:00 am and 5:00 pm PST, Monday through Friday for warranty or service issues. Customers can also email **service@ogawaworldusa.com** for any maintenance and service enquires.

Consumers are required to provide the unit serial number and dated proof of purchase (sales receipt) when they contact the OGAWA service department regarding a repair.

An OGAWA customer service representative will attend to most consumer inquiries, but in some cases a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. OGAWA customer service will verify that the unit has failed and provide instructions for repairing a unit.

All applicable repairs, parts, shipping, handling, local tax, and a "per incident" fee will be charged for non-warranty repairs and support calls.

Proof of purchase (original receipt) is required for all warranty repairs or service.



### **PRODUCT REPAIRS**

Many OGAWA product repairs may be performed by the consumer in their own home with parts and instructions supplied by OGAWA such as remote control replacements which don't require a technician.

Canadian consumers may contact OGAWA'S customer service department at 844-438-6429 between 9:00 am and 5:00 pm PST, Monday through Friday for warranty or service issues.

Floor Models and Demonstration Units have a prorated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by retail partner. Proof of purchase is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" charge.

Warranty Coverage Period - Warranty coverage starts at the time that the consumer PURCHASES their chair. Proof of purchase is required for all warranty repairs. The warranty time period is measured by continuous calendar days based on a seven-day week.

Field Service - OGAWA customer service department will diagnose and schedule an authorized service provider to repair the chair in the consumer's residence. Refer to Consumer Warranty as to which products include field service.

Parts - All parts deemed necessary for repairs will be shipped to the consumer at no charge by the OGAWA service department.

### **CONSUMER WARRANTY LIMITATIONS AND EXCLUSIONS**

Warranties are only valid in the 48 contiguous United States and Canada and are contingent upon the consumer operating the chair according to the corresponding instruction manual.

The warranty only applies to OGAWA products and does not include any accessories or enhancements.

Field service requires pre-approval and must be performed by OGAWA's authorized field service personnel. Field service is only available in the United States and in major metropolitan areas in Canada.



Softening of foams and filling composites in pillows, pads, and memory foam occurs naturally and does not constitute a defect under this warranty.

Fading, wear and piling of fabrics occurs naturally and does not constitute a defect under this warranty.

Natural markings, grain and dye variations in leather do not constitute a defect under this warranty.

Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped product, a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake, or exposure to weather conditions), loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair.

Damage due to shipping and handling does not constitute a defect under this warranty.

Under no circumstance shall OGAWA, or its representatives be liable for indirect, consequential, or incidental damages (including) damages for lost profits, business interruption, bodily injury, medical, and the like), even if any party has been advised of the possibility of such damages.

Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied warranty or merchantability or fitness for particular use.

OGAWA's sole liability and the purchaser's exclusive remedy shall be for the repair, or at OGAWA's option, for the replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available, OGAWA reserves the right to make substitutions in lieu of repair or replacement.

All warranties begin on the DATE OF PURCHASE; no allowance or extension is offered for delivery and/or installation.



Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.

**OGAWA's**  
**Customer Service Department**  
**By phone:** 1-844-438-6429  
**By email:** [service@ogawaworldusa.com](mailto:service@ogawaworldusa.com)  
**Hours:** M-F 9:00 am and 5:00 pm PST