

# LURACO i9 MAX SERIES

## VII. WARRANTY INFORMATION

### Introduction

Luraco Technologies is dedicated to offering our valued customers the best massage chair buying experience available. As part of this commitment, the company works very hard to provide customers with the best warranty plan available. We guarantee any defective massage chair will be repaired or replaced (if not repairable) during the effective warranty period.

### What is covered in the warranty:

#### 1) For Home Use:

- This warranty includes parts and in-home labor costs covered for the first 3 years at no cost to the customer.
- This warranty includes an addition 2 years for parts and 10 years for leather at no cost to the customer.
- This warranty may require cooperation of chair's owner for some over-the-phone trouble-shootings.

Products	In-House Service	Parts	Leather
iRobotics 9 Max Series	3 (Years) *	5 (Years)	10 (Years) "Guaranteed No Tearing"

#### 2) For Commercial Use:

- This warranty includes parts and labor costs covered for the first 6 months at no cost to the customer.
- This warranty includes an additional 6 months for parts and 1 year for leather at no cost to the customer.
- This warranty may require cooperation of chair's owner for some over-the-phone trouble-shootings.

Products	In-House Service	Parts	Leather
iRobotics 9 Max Series	6 (Months) *	1 (Year)	1 (Year) "Guaranteed No Tearing"

\*Does not include Alaska, Hawaii, Puerto Rico, and International Sales

### **What is NOT covered:**

- This warranty does not cover any loss or damage resulting from: improper installation, alterations or modifications of original condition or unauthorized repairs.
- This warranty does not cover damage resulting from improper use of electrical/power supply, electrical disturbances, and power surges, cracked remote control screens, cosmetic changes, improper operating environment, or damage caused by animals or liquids of any kind.
- This warranty does not include any shipping expenses incurred.
- This warranty does not apply to normal wear-and-tear including leather or fabric covering.
- This warranty does not cover damages from floods, storms, fire, or other natural disasters.
- The warranty does not apply if the product has been damaged physically, whether intentional, accidental or by neglect: including but not limited to stains, fluids, mold, water damage, pet or insect damage, cuts, burns, loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair; and products purchased from unauthorized dealers.
- Unnecessary service. If no problem is found by service technician, you may be charged for service calls, labor, and travel costs.
- Display models that have been on showroom floor for more than twelve (12) months are not covered under this limited warranty.
- Warranties are non-transferable and apply only to the original purchaser at the original location. If moving, please contact Luraco at 817-633-1080 before you move for more details.

### **Implied Warranty**

- Any implied warranties shall be limited to the duration of the 3-year portion of this warranty for home use and 6-month portion of this warranty for commercial use. With regard to structural frame, it is limited to the duration of the 5-year portion of this warranty for home use, and 1-year portion of this warranty for commercial use.
- In no case will Luraco be liable for incidental or consequential damages, whether such damages are claimed on basis of breach of warranty, breach of contract, negligence, or strict/product liability, including without limitation, damage to property (other than the product) or other economic losses.
- Luraco shall not be liable for any personal injury, property, or any incidental or consequential damages of any kind resulting from malfunctions, defects, misuse, improper installation, or alteration of this product.

## **Extended Warranty Plan**

Luraco's massage chairs come with a high expectation of performance and reliability and should last for many years. However, all products have a defective rate. If something does go wrong, Luraco offers a purchased Extended Warranty Plan within ninety (90) days of original chair purchase.

**The Extended Warranty Plan provides home use customers an additional 2- years of comprehensive protection for Luraco's massage chairs. You can rest assured that your massage chair will be taken care of as soon as possible.**

**Note:** Extended warranty plan is available for in-home use application only. Luraco does not offer this plan for commercial use.

## **How to get warranty service:**

- Customer may obtain service advice by contacting Luraco Health & Beauty LLC Customer Service Toll-free at 1-800- 483-9930
- Customer must provide proof of purchase to claim any warranty.
- Customer must obtain a return authorization number in order to ship the chair to a service center.

## **Important Return Instructions:**

Luraco wants you to be completely satisfied with your purchase. However, in the event that you decide to return a purchased chair, please follow the steps below:

1. A return must be coordinated by the dealer where the chair was purchased.
2. Dealer will get a return authorization.
3. Carefully pack the item in its original carton or other suitable box to avoid damages in shipping.
4. Before packing your unit, be sure to enclose:
  - a. Your name with full shipping address and telephone number
  - b. A dated receipt for PROOF OF PURCHASE
5. Take pictures of your chair before packing it up.
6. Take pictures of boxes upon pick up for return shipping. Include documentation detailing the problem you are having with your chair.

**NOTE: All orders shipped outside the continental United States are nonreturnable and non-refundable, including states and territories such as Hawaii, Alaska, Puerto Rico, and Guam.**

**Incurred shipping costs are nonrefundable. All return shipping costs must be prepaid by the customer.**

## **VIII. DISCLAIMERS**

Limited warranty and liability: Information in this document is believed to be accurate and reliable. However, Luraco Health & Beauty, LLC does not give any representations or warranties, expressed or implied as to the accuracy or completeness of such information and shall have no liability for the consequences of use of such information.

In no event shall Luraco Health & Beauty, LLC be liable for any indirect, incidental, punitive, special or consequential damages (including - without limitation – lost profits, lost savings, business interruption, costs related to the removal or replacement of any products or rework charges) whether or not such damages are based on tort (including negligence), warranty, breach of contract or any other legal theory.

Notwithstanding any damages that a customer might incur for any reason whatsoever, Luraco Health & Beauty, LLC aggregate and cumulative liability towards the customer for the products described herein shall be limited in accordance with the Terms and conditions of commercial sale of Luraco Health & Beauty, LLC.

Right to make changes: Luraco Health & Beauty, LLC reserves the right to make changes to information published in this document, including without limitation specifications and product descriptions, at any time and without notice. This document supersedes and replaces all information supplied prior to the publication hereof.

Suitability for use: Medical research has shown that the benefits of massage include pain relief and reduced depression. Overall better health and wellness have been reported with the use of massage.

However, this product is not intended to diagnose, treat, cure, or prevent any disease. It is not designed, authorized or warranted to be suitable for use in life support, life-critical or safety-critical systems or equipment, nor in applications where failure or malfunction of a Luraco Health & Beauty, LLC product can reasonably be expected to result in personal injury, death or severe property or environmental damage. Luraco Health & Beauty, LLC accepts no liability for inclusion and/or use of Luraco Health & Beauty, LLC products in such equipment or applications and therefore such inclusion Limited warranty and liability: Information in this document is believed to be accurate and reliable. However, Luraco Health & Beauty, LLC does not give any representations or warranties, expressed or implied as to the accuracy or completeness of such information and shall have no liability for the consequences of use of such information.

### **Customer Assistance:**

For assistance with this product, please visit: [www.luraco-chairs.com](http://www.luraco-chairs.com)  
Or call: 1-800-483-9930, Monday – Friday, 8:30 am to 5:00 pm (CST)