

## 4-YEAR US RESIDENTIAL LIMITED WARRANTY



### Kyota Promise

#### *4 Year U.S. Residential Limited Warranty*

- Unlimited USA-based customer & technical support
- 4 Year structural framework warranty
- No-cost replacement on covered parts for 2 years
- Complete Care/No-cost parts & labor (in-home, if necessary) for 1 year

#### *Limited Warranty*

Kyota Massage Chairs are designed, built, and inspected to ensure excellence in operation and enjoyment. While rare, defects in manufacturing can occur. This limited warranty exclusively covers manufacturing defects.

#### *Warranty Period*

For In-Home service, Kyota will arrange all covered parts deemed necessary, to be sent to the consumer and, if necessary, an authorized service provider to repair the product at the customer's residence, at no charge to the customer. If a particular part is no longer manufactured, Kyota may replace your product with a similar product. Under no circumstances shall the retail replacement value exceed the original net price paid for the product. In the event you choose not to accept a replacement for your product, Kyota is no longer responsible for making repairs under the warranty coverage.

Any repairs needed during the 2 year parts warranty coverage, Kyota will provide covered parts at no cost; however, consumer is responsible for any and all shipping, duties and brokerage fees on parts not covered by this warranty or covered but outside of the coverage period. Structure warranty is limited to the steel and steel-welded parts of the frame. If a replacement is issued under the Parts or Structure warranty period, the consumer is responsible for shipping, duties, and brokerage fees related to the replacement. Kyota, at its sole discretion, will repair or replace any defective part within a reasonable time frame. Field Service is only available in the United States. Field Service requires pre-approval and, if necessary, must be performed by Kyota-authorized field service personnel to maintain warranty coverage.

### ***Warranty Limitations and Exclusions***

Warranties do not cover any loss or damage resulting from: improper installation; unauthorized repairs; use in a commercial or corporate setting; alterations or modifications of original condition; improper use of electrical/power supply; loss of power; electrical disturbances and power surges; dropped product, including but not limited to remote controls; a malfunction or damage resulting from improper use or unreasonable use or maintenance; failure to follow operating instructions; 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; and products purchased or acquired from unauthorized dealers. This warranty is not transferable. Damage incurred due to shipping and handling does not constitute a defect under this warranty. Softening/ hardening of foams and filling composites in pillows and pads does not constitute a defect under this warranty as those items naturally change with use. Fading, wear, and pilling of fabrics does not constitute a defect under this warranty as those conditions naturally occur with fabrics. Natural markings and grain and dye variations in

leather do not constitute a defect under this warranty. Failures of attach points, such as, but not limited to: stitching, Velcro, and zippers, do not constitute a defect under this warranty.

To initiate a Kyota Warranty claim, simply call our Kyota Limited Warranty Service at 603-910-5333. Please be prepared to describe the product that needs service and the nature of the problem. A purchase receipt is required. All repairs and replacements must be authorized in advance. Service options, parts availability and response times will vary. You are responsible for delivery and the cost of delivery of the product or any parts to the authorized service center for replacement, per our instructions. Limits and exclusions: Coverage under this Limited Warranty is limited to the United States of America, including the District of Columbia and the U.S. Territories of Guam, Puerto Rico, and the U.S. Virgin Islands.