

# Master Massage

## WARRANTY POLICY

### All Tables, Chairs and Massage Kit

Master guarantees all tables, chairs, electric lift tables, stationary tables, Pack-n-Go & Massage Kit (excluding foam, upholstery, face cradle, thermal top, motors and controls), against defects in material and workmanship for as long as you, the original purchaser, own the product, or for five (5) years after the product is discontinued or modified.

Foam, upholstery are warranted for three to five(3~5) years from the original date of purchase.

Face cradle platforms are warranted for three (3) years from the original date of purchase.

Thermal Top is warranted for two (2) years from the original date of purchase. Motors &


Controls is warranted for three (3) years from the original date of purchase. All warranty does not cover damage caused by misuse, accidents or neglect, which includes tears in the upholstery and damage caused by harsh chemical-based cleaners.

All returns must provide proof of original purchase to obtain a Master RA-number (Return Authorization). RA-number must be referenced on the shipping label when returned. This warranty is limited to product repair or replacement, at Master's sole discretion.

The customer is responsible for shipping the product(s) back to the factory (at customer's expense) for any warranty claim.

Master will return the warranted product, shipping prepaid, to customers in the continental U.S. only.

International customers as well as domestic customers outside of the continental U.S. are responsible for all shipping charges (inbound and outbound), as well as any applicable duties and taxes.

Product	Frame & Understructure	Upholstery & Foam	Face Cradle	Thermal Top	Motors & Controls
Zen touch, Brady Table		3 years	3 year	n/a	n/a
Master Portable		5 years	3 year	2 years	n/a
Bedford Chair		3 years	3 year	n/a	n/a
Other Master Chairs		5 years	3 year	n/a	n/a
Pack-n-Go & Massage Kit		5 years	3 year	n/a	n/a
Master Stationary		5 years	3 year	n/a	3 year
Electric Massage Table		5 years	3 year	n/a	3 year

## **Stools**

Master stools are backed by a three year warranty by Master. All warranty does not cover damage caused by misuse, accidents or neglect, which includes tears in the upholstery and damage caused by harsh chemical-based cleaners. All returns must provide proof of original purchase to obtain a Master RA-number (Return Authorization). RA-number must be referenced on the shipping label when returned. This warranty is limited to product repair or replacement, at Master's sole discretion. The customer is responsible for shipping the product(s) back to the factory (at customer's expense) for any warranty claim. Master will return the warranted product, shipping prepaid, to customers in the continental U.S. only. International customers as well as domestic customers outside of the continental U.S. are responsible for all shipping charges (inbound and outbound), as well as any applicable duties and taxes.

## **Accessories**

Our accessories are warranted for one (1) year from the original date of purchase. All warranty does not cover damage caused by misuse, accidents or neglect, which includes tears in the upholstery and damage caused by harsh chemical-based cleaners. All returns must provide proof of original purchase to obtain a Master RA-number (Return Authorization). RA-number must be referenced on the shipping label when returned. This warranty is limited to product repair or replacement, at Master's sole discretion. The customer is responsible for shipping the product(s) back to the factory (at customer's expense) for any warranty claim. Master will return the warranted product, shipping prepaid, to customers in the continental U.S. only. International customers as well as domestic customers outside of the continental U.S. are responsible for all shipping charges (inbound and outbound), as well as any applicable duties and taxes.

## **Change, Cancellation, & Rush Policy**

You may change or cancel your order at any time before the order ships out; however, doing so will incur a change/cancellation fee of 20% on the subtotal of the original order. Master Home Product will only issue a Check for canceled orders. We do not accept any changes or cancellations on custom orders. For urgent orders, we can "rush" and reduce the production lead time in half for a fee of \$45 per portable, \$85 per production portable or stationary / lift, and \$15 for accessories.