

Warranty

What we cover:

Human Touch® products are backed by limited warranties against defects in materials and workmanship. The information provided here is an overview of our warranty program. For specific information related to your product, contact Customer Experience at (800) 355-2762 or e-mail us at csadmin@humantouch.com.

Warranty coverage begins at the time the Consumer purchases the product, and is non-transferable. Warranties are only valid within the United States and Canada, provided the equipment has been operated according to the instructions accompanying it. The warranty only applies to the product and does not include any accessories or enhancements. All Human Touch-authorized shipments that are delivered in original, new packaging are warranted to be free from defects in parts, materials and workmanship. The following warranty terms supersede any previous terms listed in Use & Care manuals for products purchased on or after May 15, 2014:

STANDARD CONSUMER
PRODUCT WARRANTY 2020

IN-HOME
SERVICE

PARTS

STRUCTURAL

5-Year Limited Warranty

[Super Novo](#) (Applies to Super Novos purchased after March 1, 2020), [Novo XT2](#), [Novo XT](#), [Novo](#), [Sana](#), [Gravis ZG](#), [Opus](#), [AcuTouch 6.1](#), [ZG 5.0](#), [ZG 4.0](#), [HT-Bali](#), [AT 6.0](#), [Navitas Sleep](#), [HT-Ascent 4](#), [HT-9500x](#), [HT-7450](#)

1 year

3 year

5 year

5-Year Premium Warranty

[Super Novo](#) (Applies to Super Novos purchased before March 1, 2020. Also applies to Super Novos purchased between April 1 - 30, 2020)

5 year

5 year

5 year

STANDARD CONSUMER
PRODUCT WARRANTY 2020

IN-HOME
SERVICE

PARTS

STRUCTURAL

3-Year Limited Warranty

[WB 7.1](#), [WB 5.1](#), [ZeroG Volito](#), HT-7120, HT-135, HT-275 , HT-5040, HT-3300, ZG 2.0, [ZeroG 3.0](#), Forti, WB 5.0, WB 2.0

1 year

2 year

3 year

2-Year Limited Warranty

iJOY 2720, iJOY 2580, iJOY 2310, iJOY Reveal, iJOY Active 2.0, [iJOY 2.1](#), [iJOY 4.0](#), [iJOY Massage Anywhere](#)

90 days

1 year

2 year

Perfect Chair Omni-Motion

Warranty (purchased after March 1, 2018)

[PC-LiVE](#), [PC-LiVE PC-600](#), [PC-610](#), [PC-420](#), [PC-600](#)

5 year

5 year

5 year

STANDARD CONSUMER
PRODUCT WARRANTY 2020

IN-HOME
SERVICE

PARTS

STRUCTURAL

Perfect Chair Omni-Motion
Warranty (purchased before March
1, 2018)

3 year

3 year

5 year

[PC-LiVE](#), [PC-LiVE PC-600](#), [PC-610](#), [PC-420](#), [PC-600](#)

Perfect Chair Series 2 Warranty
[PC-410](#), [PC-500](#), [PC-510](#)

1 year

3 year

5 year

Perfect Chair Warranty
[PC-086](#), [PC-085](#), [PC-Rhapsody](#), [PC-Tranquility](#), [PC-8500](#), [PCX-720](#)

1 year

2 year

3 year

Effortless Exercise Warranty
[iJOY Board](#), [iJOY Ride](#)

90 days

1 year

STANDARD CONSUMER
PRODUCT WARRANTY 2020

IN-HOME
SERVICE

PARTS

STRUCTURAL

Targeted Relief Products

HT-1350, HT-1340, Handhelds

90 days

Targeted Relief Products

Reflex4, Reflex6, Reflex SWING

Pro, Reflex PRO, Reflex

SOOTHE, Reflex SOL, Reflex5s, iJOY

Foot & Calf, CirQlation 1, CirQlation

2, Reflex 2, HT-1355, HT-1360, Foot

Spa, iJoy Foot

1 year

Factory Renewed Targeted Relief

Products

Reflex SOOTHE, Reflex

SOL, Reflex4, Reflex6, Reflex PRO

90 days

6 year

6 year

6 year

STANDARD CONSUMER
PRODUCT WARRANTY 2020

IN-HOME
SERVICE

PARTS

STRUCTURAL

Relax The Back Zero Gravity
Recliner Warranty

Lito

1 year

3 year

5 year

Elevo

For products not listed or sold prior to April 1, 2011, please refer to the original product [owner's manual](#).

What is not covered:

Warranties do not cover any loss or damage resulting from: improper installation; unauthorized repairs; alterations or modifications of original condition; improper use of electrical/power supply, loss of power; electrical disturbances and power surges; dropped product; a malfunction or damage resulting from improper 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 from unauthorized dealers. Damage incurred due to shipping and handling does not constitute a defect under this warranty.

How to request Warranty service:

All warranty service requires approval and authorization by Human Touch. Consumers can contact the Human Touch® Customer Experience department between Monday through Thursday, 10:00 am – 3:00 pm PDT, at (800) 355-2762 or via e-mail csadmin@humantouch.com. Products require a Return Merchandise Authorization Number (RMA) for any returns. Products received without a valid RMA number that is clearly marked on the box will be refused. Human Touch will not issue Return Material Authorizations (RMAs) for:

- Buyer's remorse

- Freight damage for shipments to end-user, except for shipments direct from Human Touch

Proof of purchase (original receipt) is required for all warranty repairs or service. It is the responsibility of the consumer to: operate the equipment in a manner that is defined in the original owner's manual; promptly report any failures with the product; perform telephone, email and/or chat diagnostic procedures as instructed by Human Touch staff; and allow only authorized service professionals (supplied by Human Touch) to work on the product. Failure to adhere to these conditions could result in the warranty being voided. During the In-Home service and Parts warranty period, Human Touch, at its sole discretion, will repair or replace any defective part within a reasonable time frame. If a particular replacement part is not available, reasonable efforts will be made to locate a compatible replacement part. If a compatible part is not available, Human Touch 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, Human Touch is no longer responsible for making repairs under the warranty coverage. For In-Home Service, Human Touch will arrange for all covered parts deemed necessary to be sent to the consumer and an authorized service provider to repair the product at the customer's residence at no charge to the customer. For any repairs needed during the

Parts warranty coverage, Human Touch will provide parts at no cost; however consumer is responsible for any and all shipping, duties and brokerage fees. Structure warranty is limited to the wooden frame and/or welded parts of the frame for the product. If a replacement is issued under the Parts or Structure warranty period, consumer is responsible for shipping, duties and brokerage fees related to the replacement. Human Touch reserves the right to return a part or product. If it has been determined that a part and/or product must be returned to Human Touch, Human Touch is responsible for all shipping charges related to the return of the part and/or product. The consumer is financially responsible for providing the product in an acceptable physical condition. If a product/part is not returned to Human Touch, the consumer is responsible for properly disposing of the product. Upon Human Touch's discretion, customer may be asked for photo of cut cord/canvas and return of a signed release of liability form for the product/part that is not returned. Alternatively, consumer can request Human Touch to remove the product and would be subject to an Environmental Disposal fee.

Consumer Warranty Limitations and Exclusions

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. Human Touch's sole liability and the purchaser's exclusive remedy shall be for the repair, or at Human Touch's option, for the replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available, Human Touch reserves the right to make substitutions in lieu of repair or replacement. Under no circumstance shall Human Touch 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 only valid within the United States and Canada, provided the equipment has been operated according to the instructions accompanying it.

Products or parts that are purchased via a non-authorized third party are not covered under manufacturer's warranty. The warranty only applies to the product and does not include any accessories or enhancements. Field Service is only available in the United States and major metropolitan areas in Canada. Field Service requires pre-approval and must be performed by Human Touch-authorized field service personnel to maintain warranty coverage. Softening/hardening of foams and filling composites in pillows, pads, and memory foam kits 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, grain, and dye variations in leather do not constitute a defect under this warranty, as no two pieces of leather are alike. Standard warranty coverage and liability obligations do not apply to rental or non-prescribed use locations or modes of operation not previously authorized by Human Touch. For questions on commercial, other non-residential use, refurbished, renewed, floor sample and "out-of-box" products, please contact our Customer Experience department.

Head-to-Toe Premium Protection Plans

For long-term peace of mind, Human Touch also offers attractive two- and five-year enhanced protection plans, providing you complete in-home service and parts head-to-toe coverage. Call (800) 355-2762 for details.