

Lifetime Limited Warranty

Effective 01/02/2016

Therapia, LLC warrants that its brand products are free from defects in materials and workmanship for the life of the product, except as set forth below. This warranty applies only

- to THERAPIA® Branded Products delivered in the continental United States. The original purchase receipt is required as proof of purchase.
- to THERAPIA branded Products purchased directly from Therapia, LLC and/or an authorised dealership, distributor, retailer and/or reseller of THERAPIA®
- to the original end user customer only, this warranty being non-assignable

This warranty applies only as follows:

- Lifetime limited: All non-moving metal parts.
- 10 years: Headrest, armrests spring seat, mechanism, gas lift, base, castors and glides, antidust covers, Air pump, Footrest, Therapia-to-go
- 5 years: Upholsteries

This warranty is applicable to product use in a customary office environment, 8 hours per day, 5 days a week. THERAPIA® products designed for more intensive use will have the special warranty (A) described below.

(A) Special warranty for THERAPIA® Dispatcher Chairs

THERAPIA® Dispatcher chair is warranted for intensive office use: multiple shifts and users up to 300 lbs. Multiple shifts is defined as three (3) shifts, twenty-four (24) hours per day, seven (7) days per week. Due to the special application of these products, the following specific Warranty applies:

- Lifetime: all non-moving metal components.
- 5 years: Headrest, armrests spring seat, mechanism, gas lift, base, castors and glides, antidust covers, Air pump, Footrest,
- 2 years: Upholsteries (1 year: antidust washable covers)

The Warranty does not apply to

- Normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.
- Defects caused by improper selection of the product (e.g. considering the maximum intended user weight)
- Damage from sharp objects
- Defects, damage, or loss due to failure to install, reconfigure or maintain products according to attached THERAPIA® manufacturer instructions and guidelines.
- Damage caused by the inadequate or improper regular maintenance and treatment – see Owner's Manual, which is packed with each product (e.g. improper chemical treatment of upholstery etc.)
- Alteration, modification of the product or the substitution of any unauthorized components
- Staining or color changes from prolonged exposure to direct sunlight or dye transfer from clothing including denim.
- Damage caused by a carrier or transportation of the product from one location to another, or alterations made customer.

This warranty also does not apply if the THERAPIA® chair has been placed in an unsuitable environment or conditions such as outdoors or in a humid environment e.g. bathroom or enhanced dustiness. Marks, scars, wrinkles or any other changes in surface finishes due to natural aging are inherent to their character and are not considered defects

How to make a Warranty claim:

The following are the procedures for warranty claims:

a) E-mail at info@therapiachairs.com and provide us with

- Customer's name, address and phone number
- Reason for claim together with pictures of the claimed warranty defect
- Model number of our product,
- Original Invoice Number and Invoice Date
- Copy of the original purchase receipt

THERAPIA, LLC reserves the right to deny any Warranty claim that does not include photographs when requested.

c) THERAPIA, LLC will examine the warranty claim and decide, at its sole discretion, if it is covered under this limited warranty.

- If considered covered THERAPIA, LLC will repair or replace the defective products covered under this warranty with comparable products, at its option and free of charge.
- If repair or replacement is not commercially practicable THERAPIA, LLC will provide a refund or credit, in the amount of the purchase price for the affected product.
- If, after examining and testing a returned product or product part, THERAPIA, LLC determines that the product or product part is not defective, THERAPIA, LLC will notify customer and return the product or product part to customer. Customer will be responsible for the freight charges associated with the return of non-defective products or product parts.

How country, provincial and state law applies

Applies in US only: Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

Applies outside US: Except as stated above, Therapia, LLC will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products but nothing contained herein will or will be considered to exclude or restrict any liability on Therapia, LLC's part for death or personal injury resulting from negligence.

This warranty gives you specific legal rights. You may also have other rights that may vary from state to state.

@ Actual technical and ergonomic data including maximum weight limits of the individual products are listed at www.therapiachairs.com.

@ Technical information, manufacturer instructions and guidelines are also available for free on the manufacturer's website and are provided along with the purchased product.