

WARRANTY INFORMATION

Introduction

LURACO Health & Beauty, LLC (“LURACO”) is dedicated to offering our valued customers the best massage chair buying experience. As part of this commitment, the company works very hard to provide customers with the best warranty plan available. We guarantee that defective massage chairs will be repaired or replaced during the effective warranty period.

What is covered in this Warranty

1) For Home Use:

- This warranty includes parts and labor costs covered for the first 3 years at no cost to the customer.
- This warranty includes an additional two (2) years for parts at no cost to the customer.

Products	Application	In-House Service	Parts	Structural Frame
iRobotics 7 Series, Sofy Series, Legend Series, iRobotics 9 Series, and newer	Home Use	3 (Years)	5 (Years)	5 (Years)

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 at no cost to the customer.

Products	Application	In-House Service	Parts	Structural Frame
iRobotics 7 Series, Sofy Series, Legend Series, iRobotics 9 Series, and newer	Commercial Use	6 (Months)	1 (Year)	1 (Year)

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.
- This warranty does not include any shipping expenses incurred.
- This warranty does not apply to normal wear and tear including leather or fabric covering.
- The warranty does not apply if the product has been damaged physically, whether intentionally, accidental or neglect: including but not limited to stains, fluids, mold, water damage, animal 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.
- This warranty is non-transferable and applies only to the original purchaser of this product.

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 the 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 account 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 chair comes with a high expectation of performance and reliability, which should last for many years. However, all products have a defective rate. If something does go wrong, LURACO can back it up with an available Extended Warranty Plan.

The Extended Warranty Plan provides home use customers an additional 2 years of comprehensive protection for LURACO's massage chairs. For \$395, you can rest assured that your massage chair will be taken care of as soon as possible.

Note: Extended warranty plan is only available for in-home use applications only. We do not offer this plan for commercial use.

How to get warranty service:

- 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.
- Customer may obtain service advice by contacting the LURACO Technologies customer service department toll-free at 1-800-483-9930.

Important return Instructions:

If you need to send a unit to LURACO Technologies for repair, please follow the steps below:

1. Carefully pack the item in its original carton or another suitable box to avoid damage in shipping.
2. 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

Attach documentation detailing the problem you are having with your device. All shipping cost must be prepaid by the customer.