Product Warranty Terms and Conditions

WARRANTY COVERAGE

The warranty for our products is applicable only to specific models and does not cover our entire collection. These select models are covered for a period of THREE (3) YEARS from the date of purchase and include warranty for the following components only

- **Base**
- **Mechanism**
- **Gas Lift**
- **Wheels**

Should any quality issues arise that are determined to be caused by defects in the product itself during this warranty period, we will take full responsibility for repair or replacement at our discretion.

EXCLUSIONS FROM WARRANTY

This warranty does not cover damages or quality issues caused by improper use, misuse, or mishandling of the product by the customer.

Examples of improper use include but are not limited to:

Exceeding the weight capacity specified in the product manual.
Misuse of the chair in ways not intended for its purpose.
Unauthorized modifications or repairs.

CLAIM PROCESS

To claim the warranty, customers must provide the original proof of purchase (invoice or receipt) and a detailed description of the issue.

We may require photo or video evidence of the defect to assess the situation before providing a resolution

LIMITATIONS

The warranty is valid only for products used under normal working conditions as intended.

Warranty claims are subject to approval based on our assessment of the defect.

The warranty is non-transferable and applies only to the original purchaser.

CUSTOMER RESPONSIBILITIES

It is the customer's responsibility to ensure proper assembly, usage, and maintenance of the product as outlined in the user manual.

Regular maintenance and care will help prolong the product's lifespan and reduce potential issues.

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OFFICE FURNITURE