

Warranty

Zen Awakening Limited Lifetime Massage Chair Warranty Policy

- The frame and massage rollers are covered for the life of the chair
- Motors, boards, console, belts, and power supply have a 5 year **100% replacement warranty for manufacturer's defects in home** applications only.
- Consumer must register their product immediately upon purchase at [warranty-registration](#) and keep original proof of purchase from dealer

Consumer Warranty Limitations and Exclusions

- Non-electrical / mechanical attachments including head cover, back pad, arm covers, wheel castors, seat cover, foot rest cover unless caused by defects in workmanship
- Any loss or damage resulting from: improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power; dropped product, a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance; 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.
- Any damage inflicted upon the chair by improper use or accidental damage incurred by negligence user (i.e. surpassing the stated weight limit, remote damage from dropping on the ground, etc.)
- 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. Zen **Awakening's sole liability and the purchaser's exclusive remedy shall be for the repair, or at ZenAwakening's option, for the** replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available, Zen Awakening reserves the right to make substitutions in lieu of repair or replacement.
- All Warranties begin on DATE OF PURCHASE, no allowance or extension is offered for delivery and/or installation.

- Any other warranty said or implied by Dealer in addition to Zen **Awakening's warranty is not substantiated or the responsibility of** Zen Awakening
- This warranty is for home applications only.