

## STANDARD WARRANTY TERMS

Inner Balance Wellness products are backed by limited warranties against defects in materials and workmanship. For information related to your product, contact Customer Service at (877) 217-2862 or email us at [service@ib-wellness.com](mailto:service@ib-wellness.com).

- Warranty coverage begins on the date the consumer purchases the product.
- This warranty only applies to the original end user/owner of the chair and is non-transferable.
- This product is intended for home use only. Any use in a commercial setting will void the warranty of this product.
- Warranties are only valid within the United States & Canada, provided the product has been operated according to the enclosed instructions.

Product	In-Home Service	Parts	Frame
Massage Chairs	1 Year	2 Years	5 Years
Zero Gravity Chairs	1 Year	2 Years	3 Years
Compact Massage Chairs	1 year	1 year	2 years
Accessories	1 year hassle free replacement warranty*		

\* To be eligible for the hassle free replacement warranty the product must be in possession of original owner and have receipt or other valid proof of purchase.

## NOT COVERED BY WARRANTY

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, power surges, failure to follow operating instructions, transportation damage, abuse, misuse or environmental conditions, loss of use during repairs, and products purchased from unauthorized dealers.

All returns for issues other than the aforementioned are subject to a 20% restocking fee. Goods are required to be packaged in original un-opened packaging and the user is responsible for the cost of the freight shipping the parcel back to us.

Damage incurred due to shipping and handling does not constitute a defect under this warranty.



## REQUESTING WARRANTY SERVICES

All warranty service requires approval and authorization by Inner Balance Wellness. Consumers can contact the Inner Balance Wellness Customer Service department between the hours of 9:00 AM and 5:00 PM CST, Monday through Friday, at (877) 217-2862 or via email at [service@ib-wellness.com](mailto:service@ib-wellness.com).

Products require a Return Authorization number (RA) for any returns. Products received without a valid RA number will be refused. Inner Balance Wellness will not issue RA numbers for "Buyer's Remorse" or freight damage for shipments to consumer, except for drop shipments direct from Inner Balance Wellness.

During the In-Home service and Parts warranty period, Inner Balance Wellness, at its sole discretion, will repair or replace any defective part within a reasonable length of time. If a particular part is not available, reasonable efforts will be made to locate a compatible replacement part. If a compatible part is not available, Inner Balance Wellness may replace your product with the same or a similar product of equal value.

For In-Home Service, Inner Balance Wellness will arrange for all covered parts deemed necessary for repairs to be sent to the consumer. Once the parts are received by the consumer, they will be contacted by an authorized service provider to schedule repair of the product at the customer's residence at no charge to the consumer. In-home service is available within 150 miles of the nearest authorized Service Provider (mileage beyond 150 miles from an authorized service center is the responsibility of the consumer).

Any repairs needed during the Parts warranty coverage, Inner Balance Wellness will provide parts at no cost and contact information for a service provider in their area. The labor fees after the first year of ownership are the responsibility of the consumer as the labor warranty will have expired.