



# 1 Year Manufacturer Limited Warranty (Non Domestic)

## Warranty Certificate

### Limited Warranty

We're confident that your new massage chair will provide you with many years of relaxation and trouble-free performance.

VComfort supply quality massage chairs that are built to last, your massage chair comes with a 1 year manufacturer's warranty for home use to protect against manufacturing faults and defects that occur during this warranty period.

### Terms & Conditions

- You must register our warranty within a month after you receive the product.
- Keep your receipt, order or invoice number as proof of purchase.
- Warranty covers all mechanical, electrical parts and labour cost. Customers do not pay anything within this period.
- If a repair cannot be carried out or if it has taken an unreasonable length of time (3 months) then VComfort may replace your product with a similar product.
- If no fault is found, we will charge customer £99 towards a call-out charge.
- If your item is a part of a set, only the damaged part will be repaired or replaced.
- This warranty does not cover normal wear and tear including Velcro, zipper, or tears in any fabric or leather covering by abuse.
- We reserve the right to undertake inspection of the product to verify any fault.

### Warranty Limitations and Exclusions

Warranties do not cover any loss or damage resulting from: improper installation; unauthorised repairs; use in a commercial or corporate setting; alterations or modifications of original condition; improper use of electrical/power supply; electrical disturbances and power surges; dropped product, including but not limited to remote controls; a malfunction or damage resulting from improper use or unreasonable use or maintenance; failure to follow operating instructions; transportation damage; theft; abuse; misuse; neglect; vandalism; or environmental conditions (fire, floods, rust, sand, dirt, windstorm, hail, earthquake, or exposure to weather conditions); and products purchased or acquired from unauthorised dealers. This warranty is not transferrable.

### Warranty Registration (Non Domestic)

**Scan the QR code** to fill out the warranty registration form to ensure it is in our system. This will simplify the warranty process should you ever need it.



To initiate a VComfort Warranty claim, simply call our Customer Support Team: 0333 577 9597 or email us at [info@vcomfort.co.uk](mailto:info@vcomfort.co.uk)