

Limited Warranty

The product you have purchased is warranted against defects in material and workmanship while owned by the "Original Purchaser". The term "Original Purchaser" is defined as that party or entity which purchases these products from an authorized dealer or retailer as shown by the original sales receipt. This warranty does not apply to "as is" or previously owned products.

The manufacturer warrants its products to be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted), for one year from the date of purchase, except as provided below under the limited warranty.

This warranty gives you specific rights, and you may also have other rights, which vary from state to state (or country to country). All warranties are limited to the original purchaser for normal use by a maximum of two users. Total weight capacity per chair is 250 pounds for a single user.

The exceptions or exclusions to this warranty are:

- Upholstery material and foam cushion material is warranted against defects in material and workmanship for a period of one year, beginning on the date of purchase as shown on the original sales receipt.
- Any warranty claim that is submitted after the limited warranty period, or without proper proof of purchase will not include the cost of parts, labor, or delivery on the warranted parts within a reasonable amount of time. We reserve the right to require damaged parts to be returned to us upon request. Natural markings such as scars, brands, grain variations, wrinkles, color variations, etc. will be considered normal characteristics and not construed as defects.
- For claims or questions concerning this warranty, please contact the Customer Service Department on the web at www.truecustomersupport.com. Be prepared to provide your name, address, daytime phone number, the model and purchase order number of the product, date of purchase, and the store where it was purchased. The manufacturer requires that the original sales receipt be submitted with all requests to confirm that you are the original purchaser according to our written warranty.