

Interactive Health® Warranty and Service Information

Get-A-Way Chair®

The Get-A-Way Chair comes with a limited three-year warranty. Field Service is for the first 90 days, Factory Service is for the first year, Parts and Structural is for three years.

HTT Models

The HTT-7, -9, and -10 massage chairs come with a limited three-year warranty. The Factory Service is for the first 90 days, Parts for the first year, and Structural for three years.

Perfect Chair®

The Perfect Chair Classic II comes with a limited three-year warranty. Factory Service for first 90 days, Parts and Structural for three years.

The Perfect Chair Savoy comes with a limited one-year warranty. Factory Service for first 90 days, Parts and Structural for one year.

Lifestyle Products

AcuVibe®, Foot Soother®, HTT®, Ottoman and Warm-Air Lifestyle Products come with a limited one-year warranty. Factory Service for first 90 days, Parts for one year.

The CMS comes with a limited one-year warranty. Factory Service and Parts for one year.

Equalizer® Lifestyle Products comes with a limited two-year warranty. Factory Service for first 90 days, Parts for two year.

CONSUMER WARRANTY LIMITATIONS AND EXCLUSIONS:

- Warranties are only valid within the United States and Canada provided the equipment has been operated according to the instructions accompanying it. The warranty only applies to the product and does not include any accessories or enhancements.
- Field Service is only available in the United States and major metropolitan areas in Canada. Field Service requires pre-approval and must be performed by Interactive Health authorized field service personnel to maintain warranty coverage.
- Softening of foams and filling composites in pillows, pads, and memory foam kits do not constitute a defect under this warranty as those items naturally soften with use.
- Fading, wear and pilling of fabrics does not constitute a defect under this warranty as those conditions naturally occur with fabrics.
- Natural markings, grain, and dye variations in leather does not constitute a defect under this warranty as no two pieces of leather are alike.
- OEM products are completely self-contained and must be returned to Interactive Health for service. The warranty covers only the massage assembly, cord and controller against mechanical defects.
- Shipping and freight coverage under this warranty requires scheduling by Interactive Health and only includes "curb-side" pickup/delivery. It does not include any duties, taxes, brokerage, or other import/export fees. "In-Home" pickup/delivery is available at an extra charge.
- For returns, the consumer is responsible for packing the product in the original box or in approved packaging that is available for sale from Interactive Health. Products received without a valid RMA number or one clearly marked on the box will be refused.

- Warranties do not cover 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. Damage incurred due to shipping and handling does not constitute a defect under this warranty.
- Under no circumstance shall Interactive Health or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical, and the like), even if any party has been advised of the possibility of such damages.
- 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. Interactive Health's sole liability and the purchaser's exclusive remedy shall be for the repair, or at Interactive Health's option, for the replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available, Interactive Health 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.**
- **Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.**
- **Proof of purchase (original receipt) is required for all warranty repairs or service.**

Call toll free 888-782-2225 for information regarding Extended Warranties for HTT and Get-a-Way Chairs.