

## Warranty Policy for HelloMosma product(s)

### Recliner & Office Chair Collection

All warranties are to the original purchaser from authorized retailers only. Warranties are not transferable. Proof of purchase is required for all claims. Warranties are only applicable in the Country of purchase.

All warranties are limited to manufacturing and material defects that appear under normal residential use.

Warranties are for repair, replacement, or substitution only

Warranties are voided by evidence of excessive soiling, improper cleaning or treatment, abuse, or abnormal use. Warranties do not apply to products used for rental, business, institutional, or other non-residential uses.

### Mechanism

Reclining Mechanism Part	2 Years
Lift Chair	2 Years

\* Please note that this does not cover any type of minor sound or noise in the mechanism or unevenness in swivel mechanisms. This is normal and the result of general use.

### Frame

Base – Metal and wood base	5 Years
Metal Arms & Handles	5 Years
Wood & Metal Frame Parts	5 Years

### Power / Electrical

Electrical Parts & Motors	2 Years
Transformer	2 Years
Hand Control	2 Years

\*Excluded from the warranty are non-material defects or deviations in the properties and condition of the product, which are negligible for the value and intended use of the equipment. Replacement of spent batteries / rechargeable batteries is also not covered by this warranty.

### Fabric & Leather

Fabric	1 Year
Leather	1 Year

The warranty on covers does not include:

i) Tears, flattening of nap, pilling, fading or shrinkage and is not valid when heavy soiling or abuse is evident.

ii) Normal fading, damage due to improper use, damage from lack of required caution and/or regular care and maintenance.

Please note that exposure of leather and fabric to a source of direct sunlight or other extreme light sources will cause fading and this damage is not covered.

iii) Claims for veins, wrinkling or natural markings in leather from healed scars, tick marks or variations in grain or colour.

These characteristics are naturally occurring and is proof that only genuine leather has been used.

iv) Stretching of leather or fabric. Relaxing or Loosening of the cover is normal and will result from general daily use.

HelloMosma assumes no warranty obligations for defects arising from normal wear and tear, accidents, acts of God, negligence, misuse, abuse, shipping/handling or alteration of the products.

## Miscellaneous

Battery Pack	2 Years

**HELLO MOSMA**

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