

FUJIIRYŌKI



Fujiiryoki USA - Dr. Fuji | Products | Warranty & Support

We are determined to offer you an incomparable massage experience you can have to your convenience. We provide buyers with the industry's deluxe and inclusive massage warranty. As you read our massage chair warranty carefully, we are confident in the service and quality of our massage chair such that you will not be disappointed.

3-Year Limited Manufacturers Warranty

What is Covered

- This Warranty explicitly covers all Parts, Labor, and Framework of the chair.
- Includes Parts costs and Labor for the first (1st) Year at no cost to the customer.
- Includes Parts costs covered for the Second, & Third (2nd-3rd) Year at no cost to the customer.

COVERAGE – During the service period, we will repair or replace, at our sole discretion, any defective equipment, returning it to a properly functioning state. This warranty only covers failures due to defects in materials and workmanship and does not cover normal wear or cosmetic damages. In order to enforce your rights under this limited warranty, you must provide proof of original purchase (such as an original receipt, or dated warranty card on file) and a detailed note describing the nature of the problem and the service requested. This limited warranty extends only to customers. Only our representatives may perform repairs on the equipment under this limited warranty. The first ninety days we shall provide on-site service.

YOUR RESPONSIBILITIES – You shall: (1) operate the equipment in an environment that meets with the requirements, delineated in the equipment's owner manual and other provided instructions; (2) promptly report to us any unusual diagnostic messages; (4) permit no unauthorized service on the equipment; (5) have an adult representative present whenever we provide support services; (6) safeguard and return (at our expense) all replacement parts shipped to you.

DURING THE FIRST YEAR FROM ORIGINAL DATE OF PURCHASE – Labor and parts: This warranty covers shipping, labor and parts for inspection and repair

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works. At the warrantor's sole discretion and decision, warrantor provides in-home inspection or inspection at our service center free of charge. Warrantor may either repair the product or provide new or rebuilt parts (with exception of sewing product parts) in exchange for defective parts or products free of charge. Shipping is by ground service within the United States, customers are responsible for international and/or express shipping cost.

AFTER FIRST YEAR TO THE THIRD/2ND & 3RD YEAR OF WARRANTY -

Parts: Warrantor will, at its sole discretion, provide new or rebuilt parts in exchange for defective parts or products free of charge.

Labors: Warrantor will, at its sole discretion, provide labor service related to the inspection, removal, installation, and repair of defective parts.

All services covered by this warranty must be pre-approved by Fujiiryoki.

EXTENDED WARRANTY

If you would like to purchase an Extended Warranty, you must do so at the time of purchase. Each addition year added is \$199, and a total of 7 years can be added, equaling 10 total years of coverage.

Contact Fujiiryoki's Technical Support Team:

TEL: 510-651-9088 between the hours of 10:00 AM to 5:00 PM PST

EMAIL: service@drfuji.com

* FUJIIRYOKI ASSUMES NO RISK AND SHALL NOT BE SUBJECT TO ANY LIABILITY FOR ANY DAMAGE, INCLUDING WITHOUT LIMITATION DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS OF PROFITS SUSTAINED BY THE CONSUMER OR BY ANY PERSON DEALING WITH THE CONSUMER IN CONNECTION WITH THE PRODUCTS OR RESULTING FROM THE SALE, USE OR APPLICATION OF THE PRODUCTS, REGARDLESS OF WHETHER ANY SUCH CLAIM IS ASSERTED ON A CONTRACT, TORT STRICT PRODUCT LIABILITY OR ANY OTHER BASIS.