

WARRANTY POLICY

Please Note:

Images are required for all non-motion issues:

◆ **Defective:**

- 1, A clear pic of the defective part
- 2, Point out the corresponding part number in manual which buyer received

◆ **Missing/incorrect part:**

- 1, A clear image of the shipping label on the package
- 2, A clear image of the carbon packing which contains SKU/Product number
- 3, A clear pic of all the parts/wrong part

Normal Seating Usage: Normal use for seating is identified as the equivalent of a single shift, forty- (40) hour workweek. To the extent that a seating product is used in a manner exceeding this, the applicable warranty period will be reduced in a pro-rata manner.

Warranty Details:

We promises to give support for any our chair that is found to be defective in material or workmanship within **1 Year** from the date of original purchase so long as you, the original purchaser, still owns it. This is your sole and exclusive remedy. This warranty is subject to the provisions below:

- ◆ 1, Chair Frame: Free repair or replacement for 1 Year
- ◆ 2, Hydraulics/Gas lift: Free repair or replacement for 1 Year
- ◆ 3, Base Star& Legs: Free repair or replacement for 1 Year
- ◆ 4, Controller: Free repair or replacement for 1 Year
- ◆ 5, Screw&Hardware: Free repair or replacement for 1 Year
- ◆ 6, Fabric(Mesh or Leather): Free repair or replacement for 60 Days, we will only charge the material cost and shipping cost between 60 Days to 1 Year
- ◆ 7, Missing/incorrect part: Please inform and provide evidences within 7 days of the delivery date, we can send corresponding replacement

EXCLUSIONS:

This warranty does not apply and no other warranty applies to:

- ◆ Normal wear and tear, which are to be expected over the course of ownership.
- ◆ Misuse, abuse or excessive use of the product.
- ◆ Modifications or attachments to the product that are not approved by STARSPLACE.
- ◆ Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- ◆ Products used for rental purposes or unauthorized retail activities.

Seating Usage: Normal use for seating is identified as the equivalent of a single shift, forty- (40) hour workweek. To the extent that a seating product is used in a manner exceeding this, the applicable warranty period will be reduced in a pro-rata manner.