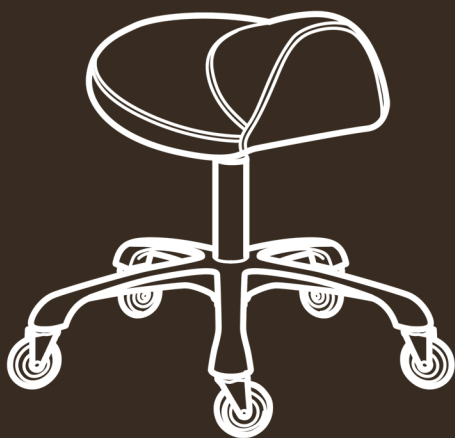


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Upholstery Care

Cleaning

Use a mild soap and warm water solution to remove daily dirt and grime from the stool.

Dry the chair with a soft, lint-free cloth after cleaning.

Disinfection

Use an isopropanol-based hospital-grade disinfectant cleaner that is approved for use on polyurethane vinyl to disinfect the stool as needed.

Stain Removal

For minor stains, use a mild, non-abrasive cleaner.

Spray a damp cloth with the cleaner and gently wipe the stain.

Dry the area with a soft, lint-free cloth.

More stubborn stains may require professional cleaning.

Q&A Index

What should I do if there is an issue with my stool's hydraulic cylinder?

In the event that the hydraulic cylinder is not operating correctly, such as if the seat fails to maintain its height and lowers when pressure is applied by sitting on it, we kindly request that you reach out to us for assistance. You can contact our customer support team via email at cust_support@drlomilomi.com or through the marketplace website where you initially purchased the chair. We are committed to resolving any concerns you may have regarding your product's performance.

How do I disassemble my stool?

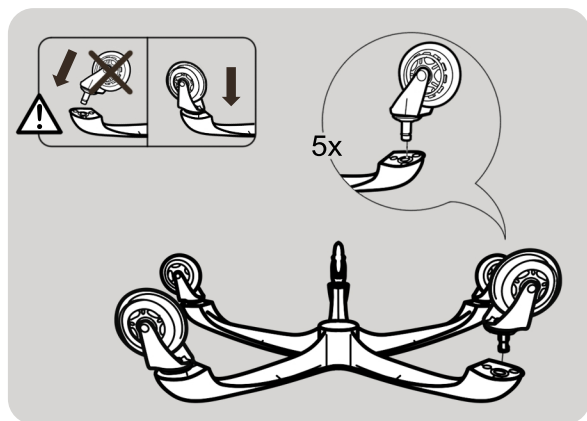
If you ever find the need to disassemble your chair for any reason, we recommend contacting us for our comprehensive disassembly instructions. You can reach out to us via email or through the marketplace website where you initially purchased the chair. Additionally, you may also refer to our official YouTube channel for visual guidance on the disassembly process. We are committed to assisting you in safely and effectively disassembling your chair as needed.

What is your return policy?

Merchandise purchased online at drlomilomi.com can be returned or exchanged within 30 days of delivery. All returned merchandise must be in like-new condition with the original packaging. Customers must notify our customer service at cust_support@drlomilomi.com within 7 days of arrival if a package is found with missing merchandise, visible damages, or defects for further assistance.

What is your warranty?

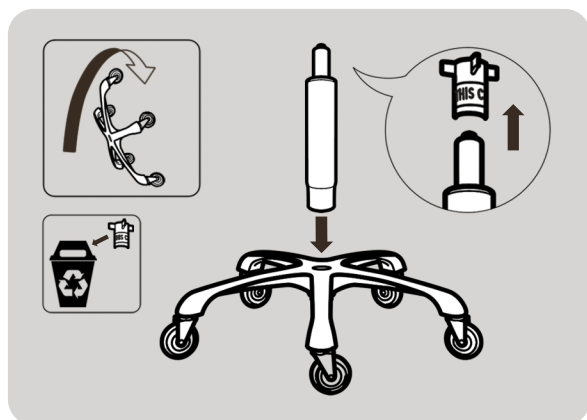
Our 1-year limited warranty guarantees DR.LOMILOMI stools, including Wheel Casters, Gas Lift Cylinder, Leg Base, excluding foam, and upholstery. Customers are responsible to provide proof of original purchase, and shipping the product(s) back to our Return Department at the customer's expense for any warranty claim. We will return the warranted product (or replacement) for free to the customers in the continental U.S.



Step 1

Set up Wheel Casters

Pop in five wheel casters into the corresponding holes on the leg base straightly.



Step 2

Set up the Hydraulic Cylinder

Remove the hydraulic cylinder cap. Insert the bottom of the hydraulic cylinder into the center hole on the leg base.



Step 3

Set up the Seat

Connect the mount on the seat with the top of the hydraulic cylinder.



DR.LOMILOMI Customer Care

1-949-556-9446

Toll free, 7 days a week

www.drlomilomi.com