

## WARRANTY POLICY

### Please Note:

Images are required for all non-motion issues/credit validity/retrieval :

#### ◆ 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, Footrest: Free repair or replacement for 1 Year
- ◆ 2, Chair Frame: Free repair or replacement for 1 Year
- ◆ 3, Hydraulics/Gas lift: Free repair or replacement for 1 Year
- ◆ 4, Base Star& Legs: Free repair or replacement for 1 Year
- ◆ 5, Controller: Free repair or replacement for 1 Year
- ◆ 6, Screw&Hardware: Free repair or replacement for 1 Year
- ◆ 7, 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
- ◆ 8, 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 Comoch.
- ◆ 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.

## **RETURN POLICY:**

### **Please Note:**

**Returned products must be returned in the same condition as they were sent and they must be sent in its original packaging.**

We adopt a 30 days return policy which means that all products purchased on this website may be returned to us within the timeframe. You need to contact us within 30 days after the product(s) came into your possession and the product(s) must be returned to us without any undue delays.

If the product is not faulty, (i.e. if you changed your mind or if you are unhappy with the product for some other reason), the cost of shipping will fall on you. And it is your responsibility that the package arrives safely to us so we recommend that you use a courier service where it is possible to track the shipment.

If the product is faulty when you receive it please contact us and we will help you out.

We reserve the right to give a partial refund in cases when the product(s) is not in an unused condition, is damaged or have missing parts not due to our error.

### **HOW RETURNS WORK:**

Contact us through the website you purchased and attach the invoice to the message as a proof of purchase. And please also write the reason for return.

We will then get back to you as soon as possible with information on where to send the product(s).

As soon as we have received the product(s) and made an inspection we will inform you of our decision.

If a refund is approved we will automatically credit the purchase to your credit card or original method of payment.