

### **Limited Warranty:**

The warranty posted here may not apply to your product. Any changes to the warranty posted here will not affect your original warranty. The applicable warranty for your product is included in your product documentation. Cozzia customer service will not issue Return Material Authorizations (RMAs) for products. Cozzia products will be either repaired by the consumer or by an in-home technician. Cozzia will not issue Return Material Authorizations (RMAs) for buyer's remorse.

### **Service and Technical Support:**

Consumers are required to provide the unit serial number and dated proof of purchase (sales receipt) when they contact the Cozzia service department regarding a repair.

A Cozzia customer service representative will attend to most consumer inquiries, but in some cases a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. Cozzia customer service will verify that the unit has failed and provide instructions for repairing a unit.

All applicable repairs, parts, shipping, handling, local tax, and a "per incident" fee will be charged for non-warranty repairs and support calls.

Proof of purchase (original receipt) is required for all warranty repairs or service.

### **Product Repairs**

Many Cozzia product repairs may be performed by the consumer in their own home with parts and instructions supplied by Cozzia such as remote control replacements which don't require a technician.

Floor Models and Demonstration Units have a prorated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by retail partner. Proof of purchase is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" charge.

Warranty Coverage Period – Warranty coverage starts at the time that the consumer PURCHASES their chair. Proof of purchase is required for all warranty repairs. The warranty time period is measured by continuous calendar days based on a seven-day week. Cozzia offers extended warranties to consumers no later than 60 days after purchase.

Field Service – Cozzia customer service department will diagnose and schedule an authorized service provider to repair the chair in the consumer's residence.

Parts – All parts deemed necessary for repairs will be shipped to the consumer at no charge by the Cozzia service department.

### **Consumer Warranty Limitations and Exclusions**

Warranties are only valid in the 48 contiguous United States and are contingent upon the consumer operating the chair according to the corresponding instruction manual.

The warranty only applies to Cozzia products and does not include any accessories or enhancements.

Field service requires pre-approval and must be performed by Cozzia's authorized field service personnel. Field service is only available in the United States.

Softening of foams and filling composites in pillows, pads, and memory foam occurs naturally and does not constitute a defect under this warranty.

Fading, wear and piling of fabrics occurs naturally and does not constitute a defect under this warranty.

Natural markings, grain and dye variations in leather do not constitute a defect under this warranty.

Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped product, a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake, or exposure to weather conditions), loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair.

Damage due to shipping and handling does not constitute a defect under this warranty.

Under no circumstance shall Cozzia or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical, and the like), even if any party has been advised of the possibility of such damages.

Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied warranty or merchantability or fitness for particular use.

Cozzia's sole liability and the purchaser's exclusive remedy shall be for the repair, or at Cozzia's option, for the replacement of the defective part. Notwithstanding the above, if replacement parts for defective materials are not available, Cozzia reserves the right to make substitutions in lieu of repair or replacement.

All warranties begin on the DATE OF PURCHASE; no allowance or extension is offered for delivery and/or installation.

Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.

Additional extended warranties can be purchased up to 90 days from purchase date.

If you have a warranty or product question, please contact Cozzia's support team at [Service@Cozziausa.com](mailto:Service@Cozziausa.com) or 877 977 0656 between the hours of 9 am to 5 pm Pacific Standard Time, Monday through Friday (excluding holidays).