

Human Touch Consumer Warranties

Online Warranty Registration

The quickest and most convenient way to register your Human Touch product is our [Online Registration form](#). By registering your massage chair with us, you will help us better serve all of your technical support and warranty needs, should they arise.

Service and Technical Support

Consumers can contact the [Human Touch®](#) customer service department between 6:00AM and 5:00PM PST, Monday thru Friday for any warranty or service issues at **(800) 355-2762**. You can also contact us 24/7 at CS@humantouch.com, or hit the [Contact Us](#) button.

It is required that consumers have their serial number and dated proof of purchase (sales receipt) available when they place the call.

When you call:

Once a consumer reaches a customer service representative, a call record will be opened in the consumer's name with a reference number assigned. This reference number will be provided to the consumer to reference their inquiry in the future. While the customer service representative handles most consumer inquiries during the initial call, in some instances the consumer call record will be escalated to a technical service specialist for advanced support.

All conversations with consumers and internal events related to a call record are documented in our centralized consumer relationship management system. This documentation permits our management and employees to monitor the progress of individual calls and measure the performance of our service levels.

Product Repairs:

Many of the products that **Human Touch** sells are modular in design. This design permits many repairs to be performed by the consumer in their own home with parts and instructions supplied by Human Touch. For consumers that need individual attention, the customer service department can talk the consumer through common diagnostic issues.

While most of the products are modular in nature, some consumers might not feel comfortable with performing their own diagnostics or repair. In these instances, for failures that permit field service, the consumer may request an authorized in-home technician (United States and major metropolitan areas in Canada) for a fee.

Warranty and Service Related Returns:

Human Touch's customer service will only issue Return Material Authorizations (RMAs) for products being returned to Human Touch's service facility for authorized repair and/or evaluation. [Human Touch](#) will not issue Return Material Authorizations (RMAs) for:

- Buyers remorse
- Freight Damage for shipments to end-user, except for DROP shipments direct from Human Touch

For approved returns, the consumer is responsible for packing the product in the original box or in approved packaging that is available for sale from Human Touch. Shipping and freight coverage under this warranty requires scheduling by Human Touch and only includes "curb-side" pickup/delivery. Products received without a valid RMA number or one clearly marked on the box will be refused.

Human Touch is not responsible for any applicable duties, taxes and brokerage fees associated with returned parts or products

Bundled Protection Coverage

	Standard Consumer Chair Warranty 2009		
	In Home Service	Parts	Structural
Elite - HT-1650 / 7450	1 year	3 year	5 year
Signature- All HT except 1650/7450	1 year	1 year	5 year
Casual - iJoy Chairs	90 day	1 year	3 year
Perfect Chairs	90 day	3 year	3 year

- **Warranty COVERAGE and EXCLUSIONS** - Human Touch® products are backed by limited warranties against defects in materials and workmanship. For details, see the Human Touch web site (www.humantouch.com).
- **Floor Models** - For the Consumer to receive warranty coverage the Dealer must sell the Floor Model to a consumer within six months of placement on the floor, and the chair must be functioning and free of damage at time of purchase.
- **Warranty COVERAGE Period** - The Warranty Coverage Clock Starts at the time the Consumer PURCHASES their chair. Proof of purchase is required for all warranty repairs. Elapsed time is measured by continuous calendar days based on a seven day week.

- **Field Service** - Human Touch will arrange for an authorized service provider to go to a consumer residence for repair of their chair. They will call ahead to schedule their visit. The problem is diagnosed via Human Touch Customer Service. Parts are sent to the consumer's home prior to the on-site visit.
- **Parts** - All covered parts deemed necessary to resolve the service issue by Human Touch's Customer Support will be shipped at no charge.
- **Structure** -The consumer is responsible for returning the product to Human Touch. Return shipping, parts and labor costs are covered by Human Touch.

Small Products		The Warranty Period Begins at time of Consumer PURCHASE		
		Labor, Parts and Shipping	Parts Coverage	
		First 90 days	1 Year	2 Year
AV-1002CP	HT-901-100	X	X	
AV-1020	HT-901-200	X	X	
AcuVibe® Mini	HT-1220	X	X	
AcuVibe®	HT-1260	X	X	
HT-1280 Swan	HT-1280	X	X	
AV-75	HT-903	X	X	
EQ-400	HT-908	X	X	
CMS-300	HT-911	X	X	
FootSoother ELITE	HT-915	X	X	
Ottoman MAX	HT-960	X	X	
Ottoman 2.0/3.0/3.5	HT-980/985/987	X	X	
iJoy Board	iJoy-010	X	X	
iJoy Ride	iJoy-030	X	X	
		Labor, Parts and Shipping	Parts Coverage	
HT-1470 Backpad	HT-1470	2 Year	2 Year	
X = Covered by Manufacturer's Warranty				

For Lifestyle and OEM products listed above, the Consumer is fully covered for all labor, parts and shipping costs for the first 90 days of ownership. From day 91 through the Parts Coverage period, the Consumer is responsible for a Repair charge in addition to shipping and handling costs associated with repair or replacement of their unit.

CONSUMER WARRANTY LIMITATIONS AND EXCLUSIONS:

- Warranties are only valid within the United States and Canada provided the equipment has been operated according to the instructions accompanying it. The warranty only applies to the product and does not include any accessories or enhancements.
- Field Service is only available in the United States and major metropolitan areas in Canada. Field Service requires pre-approval and must be performed by Human Touch authorized field service personnel to maintain warranty coverage.
- Softening of foams and filling composites in pillows, pads, and memory foam kits do not constitute a defect under this warranty as those items naturally soften with use.
- Fading, wear and pilling of fabrics does not constitute a defect under this warranty as those conditions naturally occur with fabrics.
- Natural markings, grain, and dye variations in leather does not constitute a defect under this warranty as no two pieces of leather are alike.
- Shipping and freight coverage under this warranty requires scheduling by Human Touch and only includes "curb-side" pickup/delivery. It does not include any duties, taxes, brokerage, or other import/export fees. "In-Home" pickup/delivery is available at an extra charge.
- For returns, the consumer is responsible for packing the product in the original box or in approved packaging that is available for sale from Human Touch. Products received without a valid RMA number or one clearly marked on the box will be refused.
- 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 incurred due to shipping and handling does not constitute a defect under this warranty.

- Under no circumstance shall Human Touch 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. Human Touch's sole liability and the purchaser's exclusive remedy shall be for the repair, or at Human Touch's option, for the replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available, Human Touch reserves the right to make substitutions in lieu of repair or replacement.
- **All Warranties begin on 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.
- Proof of purchase (original receipt) is required for all warranty repairs or service.

Head To Toe Protection Plans

For long term peace of mind, Human Touch also offers attractive two and five year enhanced protection plans; providing you complete in home service and parts Head To Toe coverage. Call us for the details. **(800) 355-2762**