

Inada Massage Chair Three Year In-home Service Limited Warranty

Congratulations on your purchase of the best luxury massage chair in the world. As you begin to use your Inada chair, you will enjoy the peace of mind of knowing that our products are built to the most demanding world-class standards. If you need any technical assistance with your Inada product, please contact us by calling 888.769.0555.

THREE YEAR LIMITED WARRANTY

Valid for all Inada massage chair purchases (excluding CUBE) made on or after November 15, 2009.
Administered by Service USA Inc.

If you have a warranty or product question, contact Inada technical support at 888-769-0555

LIMITED REPAIR OR REPLACEMENT WARRANTY

It is the expectation of the Manufacturer that the Equipment will be free from defects in workmanship and material during the limited repair or replacement warranty or during any extended limited repair or replacement warranty period purchased from the Commencement Date. However, in the event the Customer detects and reports to Inada, during the Service Period, a defect in the workmanship or material of the Equipment, then the administrator shall provide to the Customer the services hereinafter described, subject to all of the terms and conditions of the agreement between the administrator and the Manufacturer.

DEFINITIONS

For the purpose of this Limited Warranty, the following terms shall have the following meanings: (1) "Manufacturer" shall mean the original Equipment manufacturer; (2) "Equipment" shall mean the product or system with which this Warranty Card is enclosed; (3) "Customer" shall mean only the end-user of the Equipment who is either the original purchaser of the equipment from the Manufacturer, from an authorized reseller, or an authorized person who receives a transfer of this Limited Warranty as provided below; (4) "Person" shall mean an individual; (5) "Commencement Date" shall mean the date on which the Equipment is first purchased by a customer from the manufacturer or from an authorized reseller; (6) "Service Period" shall mean the three-year period commencing on the Commencement Date or any renewal period agreed to by Customer and the administrator; (7) "administrator" shall mean Service USA, Inc ("Service USA, Inc"). You may contact the Administrator if you have questions regarding this coverage. The Administrator can be reached by phone at 800-480-1781 or mail at 4745 West 136th Street Suite 77, Leawood, KS 66224

COVERAGE.

(1) This Limited Warranty extends only to Customers, and not to any other Person. To obtain performance under this Limited Warranty, a Customer should call the administrator at the toll-free number appearing on this form and report a defect in the workmanship or material of the Equipment. It shall be the Customer's responsibility to prove the Commencement Date and for this reason, Customer should save his or her purchase receipt. The administrator reserves the right to refuse service to any Customer who cannot prove the Commencement Date. The return of the Limited Warranty Activation form by Customer is not a condition precedent to obtaining performance under this Limited Warranty. Only representatives of the administrator or authorized service providers may perform repairs on the Equipment under this Limited Warranty. (2) During the Service Period, Service USA Inc will repair or replace, at the option of Service USA Inc, any Equipment having a defect in material or workmanship. All replacement parts shall be provided by the administrator, at no cost to the customer. The administrator will return the Equipment to a properly functioning state. All replacement parts shall also be covered under this Limited Warranty for the remainder of the Warranty Period or for thirty (30) days, whichever is longer. (3) Some problems or defects may require the administrator to replace product depending on the conditions. Service USA Inc will attempt to diagnose problems over the telephone. Telephone technical service is available between the hours of 8:00 A.M. and 5:00 P.M. Monday through Friday (excluding holidays) on the administrator toll-free service line. (5) Service USA

Inc will provide on-site service as necessary Monday through Friday, excluding holidays, between the hours of 8:00 A.M. and 5:00 P.M. Customer's local time.

EXCLUSIONS.

This Limited Warranty does not include: (1) Installation or set-up of the Equipment; (2) Service needed as a result of moving the Equipment; (3) Cosmetic items such as fabrics, woods, foam, pads, plastics, upholstery, exterior coverings, and damage and changes resulting from normal wear and tear; (4) Problems resulting from negligence, misuse, abuse, or other physical casualty to the Equipment; improper maintenance; electrical disturbances and power surges; acts of nature; or work, attachments, additions, alterations, or modifications by persons other than authorized Administrator service providers. We recommend the use of a high-quality surge protector with the Products; (5) Service needed as a result of improper operating environment; (6) Any problem not involving a defect in the Equipment; (7) Any damage or malfunction whatsoever caused by an animal or pet, (8) Any damage or malfunction whatsoever caused by liquids of any kind; (9) Any rental, business, commercial, institutional or other non-residential use; (10) Unnecessary service calls. If no problem is found upon diagnosis by the manufacturer or any other third party, you may be charged our standard rate for service calls, shipping costs, and parts; (11) dropped product or components (including remote controls); or (12) Use of any item with the Equipment if the item is not designated for use with the Equipment.

1. EXCULPATION

The maximum liability of the administrator under this Limited Warranty is limited to the cost of replacing any defective product or equipment item. The administrator shall not be liable to the customer for incidental and consequential damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from State to State. The administrator has provided this Limited Warranty pursuant to an agreement between the Manufacturer and the administrator. All of the obligations of the administrator under the agreement run solely to the Manufacturer. Under no circumstances shall a Customer or any other Person ever be deemed to be a third-party beneficiary of the agreement. In the event the administrator fails for any reason to provide services to Customer under this Limited Warranty, Customer shall have no recourse against the administrator.

RESPONSIBILITIES OF CUSTOMER

Customer shall: (1) operate the Equipment in an environment meeting the Manufacturer's specifications; (2) comply with the manufacturer's operating manual; (3) protect the supply of electricity to the Equipment through the use of appropriate surge protection devices; (4) promptly report to the administrator any diagnostic messages; (5) permit no work on the Equipment except by authorized administrator service providers; (6) have an adult representative present whenever the administrator provides support services; (7) perform such diagnostic procedures or programs as requested by an authorized administrator service provider; (8) safeguard and deliver to an authorized administrator service provider all replacement parts shipped by the Manufacturer to Customer. All replacement parts and other items shipped to Customer must be accounted for to the manufacturer. Either the part to be replaced or the replacement part or item shipped to Customer must be returned to the Manufacturer. Customer assumes financial responsibility for all parts and accessories, including, but not limited to, cables, and manuals, shipped to Customer until the item or part replaced is returned to the Manufacturer.

3. TRANSFER OF LIMITED WARRANTY

This Limited Warranty may be transferred at any time during the original term. The transferee succeeds to the remaining term of the Limited Warranty. Please call the administrator toll-free service line for information. The original purchaser must provide the transferee with original and complete proof of purchase documents within 30 days of transfer.

INDEMNIFICATION

The administrator shall not be liable for, and Customer hereby indemnifies and holds The administrator and every authorized The administrator service provider harmless from, any and all loss, damage, claim, or cause of action, direct or indirect, incidental or consequential, occurring to Customer, or to

the employees or agents of Customer, or to any other third party, or to the property of any of the foregoing, which may arise as a result of any defect covered by this Limited Warranty or as a result of any service performed under this Limited Warranty.

PARTS AVAILABILITY

Because of the rapid development of technology, or for other reasons, a particular part may not be available from the Manufacturer. In such an event, the administrator will make reasonable efforts to locate a compatible replacement part, then, if possible, Service USA Inc will offer to upgrade Customer's product to the least expensive configuration that can be serviced. If Customer elects to accept the offer to upgrade, then Customer shall prepay the administrator for the cost of the upgrade. In the event Customer chooses not to accept the upgrade, the administrator shall not be responsible to make repairs under this Limited Warranty.

CONSTRUCTION AND INTERPRETATION

Customer's return of Limited Warranty Activation Form or Customer's first use of the toll-free service line shall constitute Customer's acceptance of and acquiescence to the terms of this Limited Warranty including the indemnification provisions. This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Kansas. For convenience of future reference, please keep this Limited Warranty and your original proof of purchase in a safe and accessible place.

What to do when your product has a problem. The administrator provides professional service desk and on-site service for users of any product who hold this Limited Warranty because they purchased a product which it was included.

First call Inada Toll Free at 888-769-0555.

Inada technical support will ask you to perform some basic diagnostic procedures. With your help, Inada can pinpoint the problem and return your product to service as soon as possible. Your assistance is vital in obtaining our goal of minimizing your downtime. You may be asked by Inada to then contact the administrator. Inada will provide you and/or the administrator with details that will expedite service under this Limited Warranty.

If parts are required to repair your product, the administrator will have the original Equipment Manufacturer ship the parts directly to the installed-at address on your Warranty Activation form. When the parts arrive at your location, please call the administrator immediately. Once you confirm that the parts have arrived, we will dispatch a certified technician to repair your product. The technician will contact you to schedule a convenient appointment. (It is difficult to schedule appointments precisely. Often morning or afternoon is as specific as a service technician can be.) Once the technician repairs your product, he or she will contact the administrator to close the service call. At that time, we might ask to speak with you to confirm the completion of the service call.

The technician will repack unused or defective parts for shipment. These parts will be left with you. (Please do not ask the technician to carry the parts with him or her. The administrator does not authorize technicians to return parts.) The administrator will make arrangements to have the parts picked up from your location. You will need to make the parts available for pickup within 48 hours following the completed service call. (Please call the administrator if the parts have not been retrieved within 48 hours.)