

Manufacturer's Warranty: All parts and materials are warranted for 5 years. During this time, X-Chair™ will provide replacement parts for any damage that is due to defect in material or workmanship. For the first 2 years, X-Chair™ will bear the entire cost of replacement parts and shipping. For the next 3 years, X-Chair™ will bear the cost of the replacement parts, but the customer will be liable for the cost of shipping. All non-moving metal components of the chair are warranted for an additional 10 years (for a total of 15 years). The customer must provide appropriate pictures of their damaged product if requested. A defect in material or workmanship does not include damage to a product, or failure of a product to operate or perform properly or to maintain appearance, caused by (1) misuse or abuse of the product; (2) improper assembly or assembly that was not as recommended by the written assembly instructions; (3) normal wear and tear; (4) a natural disaster or an Act of God; (5) transportation; (6) an unauthorized modification made without the express written consent of X-Chair™; (7) improper storage; (8) the natural aging of materials such as wood, leather, and fabric which results in colors shifting during use; (9) crocking or reverse crocking of dyes from clothing on our seating materials. Products damaged in these ways will not be considered defective and will therefore not be repaired, replaced, or refunded. We shall not have tort liability with respect to a product, and we shall not be liable for any consequential, economic, indirect, special, punitive, or incidental damages arising from a product defect.