

# Lift Lite Limited Warranty

Last Updated: October 1, 2024

## Lift Lite Limited Warranty (“Limited Warranty”)

This Limited Warranty is provided by Lift Lite, a company dedicated to manufacturing and selling premium, body-activated seating solutions, whose registered address is 2355 State Street, Suite 101, Salem Oregon (“Lift Lite”). This warranty is a voluntary manufacturer’s warranty and offers rights in addition to any statutory rights provided under consumer law, which may vary from state to state.

If your Lift Lite Chair (“Chair”) is defective, you have the right to choose whether to claim under this Limited Warranty or any applicable consumer rights laws.

### **1. WHAT DOES THIS LIMITED WARRANTY COVER?**

- a. This Limited Warranty covers Lift Lite Chairs purchased from Lift Lite directly or its authorized resellers in the US. A “Lift Lite Chair” includes the entire chair unit, along with any original components such as the frame, hinges, armrests, seat cushions, and mechanical parts.
- b. Under this Limited Warranty, Lift Lite guarantees that your Chair will be free from defects in materials and workmanship under normal use for the Warranty Period (defined below). We warrant that the Chair will operate according to the specifications published at the time of sale. Any defects that arise during the Warranty Period, under normal use, will be addressed as outlined in Section 5.
- c. If your Lift Lite Chair includes refurbished components or is replaced with a refurbished unit, the warranty still applies, provided it was purchased from an authorized reseller or Lift Lite itself.

### **2. WARRANTY PERIODS FOR LIFT LITE CHAIRS**

- a. This Limited Warranty begins on the date of purchase of your Lift Lite Chair or the date of delivery, whichever is later.
- b. The table below outlines the applicable warranty periods for different components of the Lift Lite Chair.

Lift Lite Product	Product Component	Warranty Period
The Uplift Pro	Frame (excluding moving parts)	Five (5) years
The Uplift Pro	Hinges, armrests, and mechanical parts	Twelve (12) months

The Uplift Pro	Cushions and upholstery	Twelve (12) months
The Uplift Pro	Replacement parts (if purchased separately)	Twelve (12) months

c. Any component repaired or replaced under this Limited Warranty will be covered for the remainder of the original Warranty Period or 30 days from the repair, whichever is longer. If required by law, longer periods may apply.

### **3. CONDITIONS OF THE LIMITED WARRANTY**

- a. This Limited Warranty applies to the original purchaser of the Lift Lite Chair or, in the case of a gift, the original gift recipient, provided the chair was purchased from Lift Lite or an authorized reseller in the US.
- b. This Limited Warranty is intended for healthcare-related commercial or residential, indoor use only. Outdoor or other unintended commercial use of the Lift Lite Chair voids this warranty unless otherwise specified in the product description.
- c. Even if you purchase the Chair from an authorized third party, your warranty claims must still be directed to Lift Lite.

### **4. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?**

This Limited Warranty does not cover:

- a. normal wear and tear including but not limited to minor cosmetic blemishes, discoloration, and scratches that do not affect the performance of the Chair;
- b. cosmetic damage including but is not limited to fading, peeling of upholstery, minor dents, or any other cosmetic issues unrelated to the Chair's functionality;
- c. damage from improper use, including but not limited to misuse, abuse, neglect, improper maintenance, or failure to follow assembly and care instructions;
- d. third-party components, including but not limited to any modifications, repairs, or parts added that are not genuine Lift Lite parts;
- e. environmental and external damage including but not limited to damage caused by external factors, such as excessive moisture, extreme temperatures, accidental damage, electrical issues, or exposure to harsh environments;
- f. unauthorized repairs or modifications made by anyone other than a Lift Lite authorized technician without prior approval from Lift Lite;
- g. non healthcare-related commercial use unless the Chair is explicitly stated as being designed for such commercial use.

## **5. WHAT WILL LIFT LITE DO?**

If a defect covered by this Limited Warranty arises, and you submit a claim within the applicable warranty period, Lift Lite will, at its sole discretion:

- a. Repair: Repair your Chair using new or refurbished parts.
- b. Replacement: Replace your Lift Lite Chair or the defective part with a new or refurbished product or part of equal functionality.
- c. Refund: In some cases, Lift Lite may provide a refund or partial refund based on the time elapsed since purchase or delivery.

In all cases, any defective parts or products that are replaced under this warranty will become the property of Lift Lite.

## **6. HOW DO YOU OBTAIN WARRANTY SERVICE?**

a. Contact Lift Lite Support: To submit a warranty claim, contact Lift Lite Member Support at [info@lifflitechairs.com](mailto:info@lifflitechairs.com). You will be asked to provide:

- Serial number or order number of your Lift Lite Chair
- Proof of purchase or delivery (with date)
- Description of the defect
- Photos of the defect, if applicable, to help Lift Lite assess the claim

b. Return Instructions: If Lift Lite determines that the product or part needs to be returned, we will provide you with a prepaid shipping label or arrange for collection. Ensure the product is properly packed to avoid damage during shipping.

## **7. ADDITIONAL INFORMATION**

a. Lift Lite will maintain and use any personal information received during a warranty claim under this Limited Warranty in accordance with its [Privacy Policy](#).

b. No employee or representative of Lift Lite or any third party is authorized to make any modification, extension, or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect.

c. Any disputes between you and Lift Lite related to this Limited Warranty or the Product will be governed by the then-current dispute resolution procedures in Lift Lite's [Terms of Service](#).

d. TO THE EXTENT PERMITTED BY LAW: (i) THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED AND SUPERSEDES ANY PRIOR, CONTRARY OR ADDITIONAL REPRESENTATIONS; AND (ii) LIFT LITE DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT SUCH IMPLIED WARRANTIES CANNOT BE DISCLAIMED, LIFT LITE LIMITS THE DURATION OF SUCH IMPLIED WARRANTIES TO THE DURATION SET FORTH IN THIS LIMITED WARRANTY. IN SOME JURISDICTIONS, LIFT LITE MAY NOT LIMIT THE DURATION OF AN IMPLIED WARRANTY, AND AS A RESULT, THE LIMITATION IN THE IMMEDIATELY PRECEDING SENTENCE MAY NOT APPLY.

e. LIFT LITE'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL LIFT LITE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

f. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

g. All US or Canadian references herein are applicable only to the Lift Lite products sold in that applicable region.