



Limited Warranty Overview

LIFEFORM® proudly extends a warranty to the original customer, affirming that every chair we craft is free from defects in workmanship and materials. This warranty is applicable from the date of purchase and remains valid during the stipulated warranty period outlined below, under conditions of normal use.

The Original Owner's Bill of Sale/Receipt is required for all warranty claims, we urge you to keep your receipt with the Owner's Reference Guide provided when you purchased your chair and/or visit our [Warranty Registration](#) page, where this receipt may be uploaded for our records and your future convenience.

We define "normal use" as the wear and tear experienced in a traditional or home office environment during a standard single-shift workday, equating to 8 hours per day, 5 days per week. Rest assured, each LIFEFORM® chair is meticulously engineered to withstand this level of use.

However, it's essential to note that "normal use" excludes any damage resulting from misuse, negligence, or abuse of the chair. LIFEFORM® chairs are built for durability and comfort, but like any premium product, they require proper care to ensure optimal performance and longevity. This Guide explains these terms and provides information on how to care for and maintain your chair for years of comfortable sitting.

In scenarios where any LIFEFORM® chair models are utilized in an environment exceeding the standard 8 hours per day, 5 days per week, we confidently assure that our products will be free from defects in workmanship and materials for a period of two (2) years.

We are committed to upholding the highest standards of quality and excellence in every chair we create. Should you encounter any issues, we are ready to address them, ensuring that your LIFEFORM® experience is nothing short of exceptional.



Limited Warranty Coverage Details

Term

Ten (10) Year Limited Warranty

Executive Chairs

Weight Capacity Limit: 350 Lbs

Management, Task Chairs and Stools

Weight Capacity Limit: 250 Lbs

Upholstery Coverings Limited Warranty:

- Upholstery coverings and mesh backs are protected by a ten (10) year limited warranty.
- COM (Customer's Own Material)/COL (Customer's Own Leather) is not covered under LIFEFORM's Limited warranty.

Please refer to the LIFEFORM® does not warrant section in this Guide for exclusion details.

Accessories Limited Warranty (ex. Neck Roll Pillow)

LIFEFORM®'s Accessories are protected by a two (2) year limited warranty.

Core-flex® Limited Warranty:

Core-flex® Mechanism is protected by a five (5) year limited warranty.

Extension 360 Arms Limited Warranty:

LIFEFORM®'s Extension 360 Arms are protected by a two (2) year limited warranty.

Foam Limited Warranty:

What Is Covered:

Our Limited Warranty covers both Non-Memory and Memory Foam (may be referred to as LIFE-Foam), primarily covering defects in materials and workmanship of the foam used in your LIFEFORM® chair for a period of five (5) years from the date of purchase. Here are some specific issues that would fall under this coverage:



1. Structural Defects:

If the foam develops issues like cracking, splitting, or disintegration under normal usage conditions, those would be considered defects covered by the warranty.

2. Abnormal Deterioration:

Although it's normal for foam to soften over time, if you experience an accelerated or abnormal loss of support or resilience that is not consistent with regular use, this could be considered a defect.

3. Manufacturing Flaws:

Any imperfections or inconsistencies in the foam that can be traced back to the manufacturing process, resulting in compromised comfort or support, are covered.

What Is Not Covered:

1. Natural Wear:

The gradual softening and loss of bounce or firmness in the foam as a result of regular use is a natural occurrence and not considered a defect.

2. Environmental Factors:

The warranty does not cover damage or deterioration caused by various environmental factors. These factors could adversely impact the LIFE-Foam material, leading to its reduced performance or aesthetic appeal. Examples could include but are not limited to:

- Chemical Exposure: Damage from spills or contact with harsh chemicals.
- Liquid Spills: Discoloration, warping, or other damage due to the spilling of liquids.
- Extreme Temperatures: Degradation caused by exposure to excessive heat or cold.
- High Humidity or Moisture: Issues like swelling or mold growth resulting from exposure to wet or highly humid environments.
- Salt and Air Pollution: Accelerated corrosion and degradation from exposure to salt air or polluted environments.
- Improper Storage Conditions: Damage incurred when stored in attics, basements, or other extreme conditions.



In addition to the aforementioned examples, other environmental conditions and factors such as exposure to ultraviolet (UV) light, ozone, or biological factors like insects or rodents could also impact the structural integrity and appearance of the LIFE-Foam. LIFEFORM® emphasizes the importance of utilizing and storing the chairs in appropriate environments to ensure their longevity and sustained performance. Any damage resulting from adverse environmental conditions is expressly excluded from coverage under our limited warranty.

Headrest Limited Warranty:

LIFEFORM®'s Latitude Headrest is protected by a ten (10) year limited warranty. Mesh Headrest is protected by a two (2) year limited warranty.

24 Hour Use Limited Warranty:

In a setting where the chair is being used around the clock, whether it's in a high-demand work environment, such as a 24/7 call center, or a home office where multiple members of a household use the chair throughout the day and night, our products are designed to withstand continuous use without compromising on quality or integrity.

In such cases LIFEFORM® guarantees the construction to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase. This two (2) year warranty is inclusive of aforementioned items such as, but not limited to; Components, Coverings, Structural, Foam, Headrest, Core-flex® and Extension 360 Arms.

Posture Supports Limited Warranty:

Executive Seat Cushion (Regular Seat and Wedge Style), Executive Back Supports, LIFE-Seat Wedge Cushions and Executive and Wide Executive Upholstered Footrests - two (2) year warranty against manufacturer defects.

Replacement Parts Limited Warranty:

All replacement parts provided for chairs which are still in-warranty are warranted for two (2) years or the balance of the original warranty, whichever is longer.

Purchased Parts Limited Warranty:

All purchased parts which are replacing out-of-warranty original parts will be warranted for thirty (30) days after receipt.



When a Purchased Part is replacing in-warranty original parts, those parts are warranted for two (2) years or the balance of the original warranty whichever is longer.

Example of out-of-warranty chairs: Expired or voided warranty, 2nd hand purchase.

Limited Warranty Conditions, Exceptions & Exclusions:

The limited warranty provided by LIFEFORM® Chairs comes with a set of conditions and exclusions which is applicable to products sold within Canada and the United States. The warranty is designated for the original purchaser who acquires the chairs directly from LIFEFORM® or one of our authorized dealers/retailers.. It's important to note that this warranty is **non-transferable** and solely for the benefit of the original owner. Products sold in the secondary market or purchased from an unauthorized third party will not have any conditions of the warranty honored.

This warranty fundamentally covers the cost of replacement parts only. However, the freight on parts is included for the first year of ownership only. Labour is not included.

- **Product Replacement**

This Limited Warranty provides coverage for defects in workmanship and materials of your chair. However, consistent with our commitment to sustainability and the minimization of waste, the following exceptions and exclusions apply:

1. **Replacement Parts Over Entire Product Replacement:** Wherever feasible and in accordance with the terms of this Limited Warranty, LIFEFORM® will provide replacement parts to rectify any defects or issues with the product, instead of replacing the entire chair. This approach is a part of our eco-friendly and sustainable business practices to reduce waste and the overall environmental impact.

This means that if a component of your chair is defective or malfunctioning and we have a suitable replacement part available, we will send you the part with installation instructions instead of replacing the entire chair. Our warranty service will guide you through the replacement process and provide necessary technical support.

2. If it is determined that replacement parts cannot reasonably rectify the defect or issue, at our sole discretion, we may opt for the replacement of the entire chair.



Please note that this Limited Warranty does not cover normal wear and tear, or damage resulting from misuse, abuse, or neglect. Detailed terms and conditions regarding what constitutes misuse, abuse, and neglect are described in the relevant sections of the Limited Warranty documentation.

We appreciate your understanding and your commitment to sustainability. Together, we can make a difference for our environment.

- **Misuse, Abuse, Neglect**

Use of the chair beyond the stated maximum weight capacity will void this limited warranty. To verify the applicability of the warranty, we may require proof of the user's weight. Moreover, a claim under the warranty necessitates the provision of the original bill of sale/receipt and the chair's serial number by the customer.

Here are some important terms to understand:

1. **Misuse** - Misuse for the purpose of this warranty refers to using the chair in ways that it was not designed or intended to be used. For instance, exceeding the weight limit of the chair or using it in an inappropriate environment would be considered misuse, which would void the warranty.
2. **Abuse** - Abuse is identified as intentional or reckless actions causing damage to the chair. This could include purposeful physical damage or any modification and tampering with the chair's original structure or components. Any visible signs of abuse will result in the warranty becoming void.
3. **Neglect** - Neglect involves the failure to correctly care for and maintain the chair. This could include failing to perform regular yearly maintenance like checking, inspecting, and tightening bolts on the mechanism, upright, arms, as well as ensuring smooth movement of paddles and correct tension.

Importantly, non-compliance with installation, assembly and maintenance instructions or neglecting regular yearly maintenance can void the warranty. LIFEFORM® does not assume responsibility for any damage inflicted due to shipping/transport, storage, improper assembly



or installation, maintenance negligence, or any damage that happens due to extreme weather conditions (hot, cold, dry, or humid) post-shipment.

Finally, the warranty coverage period begins from the purchase date (as verified by the Original Owner's Bill of Sale/Receipt).

- **Discontinued Parts**

This Limited Warranty does not guarantee replacement or repair of any covered product or part thereof which has been discontinued or is no longer being manufactured by LIFEFORM® or its suppliers at the time of the claim.

In the event that a covered product or part becomes obsolete or discontinued, we will attempt to provide a functionally equivalent replacement or offer repair where possible and applicable, but cannot guarantee the availability of exact matches in color, design, material, or brand.

If a suitable replacement or repair is not possible due to the discontinuation or unavailability of the part or product, we may, at our sole discretion, offer a partial reimbursement based on the original purchase price and current market value, factoring in the product's age and condition.

This exclusion is in addition to and does not in any way restrict or limit other exclusions and limitations set forth in this Limited Warranty. We recommend regular maintenance and timely replacement of parts and products in accordance with our recommendations to avoid any inconveniences that may arise due to the discontinuation of parts or products.

Premature Wear Stipulations:

Premature Wear refers to unexpected and abnormal deterioration of the chair's condition that occurs before the expiration of the warranty, provided the chair has been used under normal conditions. It does not cover damages caused by accidents, misuse, abuse, or neglect.



Decisions on Premature Wear:

LIFEFORM® has appointed representatives who are authorized to evaluate and decide if a reported issue qualifies as Premature Wear. These representatives utilize LIFEFORM®'s extensive experience and detailed records of the performance and longevity of our chairs to make this determination.

We compare the condition of the reported chair with other LIFEFORM® chairs of a similar age and usage to distinguish between "Normal Wear and Tear" and "Premature Wear."

Examples of Premature Wear:

1. Upholstery Issues:

If the chair's fabric or leather shows excessive fading, tearing, or thinning not attributed to accidents, misuse, abuse or neglect but is a result of regular office use.

2. Structural Problems:

If components of the chair become loose or broken due to manufacturing defects, not accidents, misuse, abuse, neglect or intentional damage.

3. Cushioning Defects:

If the cushion loses its original shape, comfort, or structural integrity prematurely, despite being used and maintained as instructed.

4. Base and Wheel Issues:

If the base or wheels exhibit unexpected instability or failure, occurring earlier than expected during normal operation.

5. Functional Problems:

If the mechanisms for adjustments or other functional elements fail to perform correctly well before the warranty period ends.

Important Clarifications:

Normal Wear and Tear:

All products experience a degree of wear over time. However, premature wear is identified when this deterioration is excessive and occurs unusually early within the warranty period, not attributed to normal aging of the product.



Usage Conditions:

The warranty coverage is valid under specified conditions, such as adhering to weight limits, usage time, and maintenance requirements. If these conditions are met and premature wear still occurs, the warranty coverage will be applicable.

Customer Responsibility:

It is the responsibility of the customer to use and maintain the chair as per the guidelines provided. The warranty does not cover issues arising from misuse, abuse, neglect or failure to follow the usage instructions.

Claim Process:

In the event of a claim, customers are encouraged to provide detailed information and, if necessary, images and/or video of the issue. LIFEFORM® representatives will then evaluate the claim based on the criteria outlined for premature wear.

We are committed to ensuring that our customers have a clear understanding of our warranty terms and are satisfied with the quality and performance of LIFEFORM® chairs. For any further clarifications, feel free to reach out to our customer service team.

LIFEFORM® does not warrant

LIFEFORM® ensures the highest quality of craftsmanship in all our products. However, there are certain circumstances and conditions under which the warranty does not apply:

1. Normal Wear and Tear - The warranty does not cover normal wear and tear, or fading, or damage occurring over the lifespan of the upholstery. This includes any acts or omissions by parties other than LIFEFORM®, including modifications, improper use, or incorrect installation of products.
2. Natural Material Characteristics - Natural occurrences such as marks, scars, wrinkles, color differences between or within hides, or stretching that may occur in natural leather or inherently stretchy materials like Leather, Ultrafabrics®, or DreamWeave™



are not covered. These are inherent traits of these materials and not considered defects.

3. Color and Material Variances - LIFEFORM® is not liable for issues related to colorfastness, color matching, puddling, or wearing qualities of any material. All leather and certain materials (as stated above) will pull with use and puddling and stretching can occur due to repeated use; these are natural characteristics of these products and not deemed defects. Additionally, LIFEFORM® is not responsible for slight differences in fabric color due to supplier dye lot differences on large orders or on repeat orders placed at later dates from the original order. The limited warranty also does not guarantee exact color matching to cuttings, samples, swatch cards, or online/printed images. Variations in natural leather due to the material's inherent properties that may affect color matching are also not covered.
4. Unauthorized Modifications or Attachments - The limited warranty does not cover any modifications or attachments to the product not approved by LIFEFORM®. Any product failures resulting from such unauthorized modifications or substitutions of any non-LIFEFORM® components are also not covered and depending on the situation may void the balance of the existing warranty.
5. Damage occurring from Hair or Skin Products, Perspiration or Incontinence - The limited warranty does not extend to damage caused by hair or skin products, excessive perspiration or incontinence. The fabrics and materials used in our chairs are of high quality but can be affected by chemicals and acids. For instance, hair and skin products can cause discoloration and degradation of the material over time. Similarly, damage, odor and discoloration resulting from excessive perspiration or incontinence is also not covered.
6. Damage from Sharp Objects and Animals - The limited warranty does not cover damage caused by sharp objects such as writing or food utensils, heeled shoes, scissors, jewelry, keys, or damage resulting from animals, such as but not limited to scratching or biting by cats, dogs or birds.



7. Chemical Damage and Dye Transfers - The warranty does not cover damage caused by cleaning chemicals or dye transfers caused by external contaminants, including clothing and accessory dyes, such as those used on denim jeans.

8. "As-is" Purchases - On occasion for clearance or liquidation promotions, products may be specifically marked and sold "As-Is". Unless otherwise stated, such items are sold without any implied or explicit warranty. LIFEFORM® makes no guarantees regarding the quality, condition or functionality. As a result the buyer assumes full responsibility for any defects or issues that may arise after the purchase.

Duration of Implied Warranties

We limit the duration and remedies of all implied warranties, including, without limitation, the warranties of merchantability and fitness for a particular purpose, to the duration of this express limited warranty.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Limitation of Liability

LIFEFORM® will not be liable for, tort or otherwise, under any circumstances for any damage or injuries occurring from the use of our products. LIFEFORM® shall not be liable for any incidental or consequential damages, loss of time, commercial loss, claims, or injuries based on the use of our products.

For full information on our Limited Warranty, [Warranty Registration](#) and [How to make a warranty claim](#) and more, please visit: <https://lifeformchairs.com/warranty/>

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