

Relax For Life Warranty Page displayed on website prior to 12/11/25 amendments:

Massage Chairs, Recliner Chairs & Lift Chairs

Relax For Life Massage Chairs, Recliners & Lift Chairs are made to the highest of standards with 1st class materials and are all easy to maintain. Our chairs comply to all international standards and certifications. Their rugged construction will withstand frequent use, and the mechanics of all our chairs are specifically designed to be maintenance-free.

Due to their superior construction and excellent reputation of all Global Brands we offer, it is not often that problems occur with our [Massage Chairs](#), Recliners or Lift Chairs. However, in the real world, any product (including a \$200K car!) could have an issue. Your chair may/may not require repair or service at some point in time. Our customer support systems are designed to get your product up and running in the most efficient, professional manner possible. You can be assured that any problem you may encounter with your chair will be handled with the greatest of care and pride by our customer service team and/or skilled technicians.

Relax For Life In Home* chair warranty is valid to a 50 Km radius of each Australian Capital city and also includes Gold Coast and surrounds (within 50Km of Gold Coast Showroom), including all parts and labour in your home. Other locations are still able to be serviced in-home, with applicable call-out/travel fees payable by customer (outside of 50km zones) but our on-site labour & parts will still be covered under this warranty. For very remote areas where on-site service is not possible by our authorized service representatives, customers will need to engage the services of a local technician at customers cost – all parts, instructions and assistance provided by Relax For Life service department (by phone, or email – written, photographic &/or video-graphic provided on a case by case basis).

Our chair warranty is based on a sliding price scale and only applies to brand new chairs (excludes demonstration chairs, showroom/display chairs or used chairs). Note: Delivery cost, extended warranty, any other items are NOT included in “Sold Price” – this is “Sold Price” of massage chair only. See below for breakup of warranty scale:

LIFETIME LABOUR Warranty on all Fujiiryoki models (effective from 15/10/25 onwards):

Life = As long as manufacturer is still able to provide parts (which is generally approx. 7 years after discontinuation of any model)

Radius included = Sydney, Melbourne, Gold Coast, Brisbane METRO (within 50kms of showrooms & within 50km of these state capitals only)

Owner = Original Owner only (not transferable)

Note: Relocation/Moving is not warranty so obviously not included in free labour; Maintenance is not warranty so obviously not included (ie. if customer requests attendance & technicians find nothing wrong with the chair, a call-out fee will be payable)

Fujiiryoki JP4000 (Cyber Relax Ai): 10 YEAR comprehensive in-home warranty subject to customer servicing the chair every 2nd year (ie. 4 services) at a cost of \$299 per service (rate current as at 2025, subject to change). 10 year warranty only valid in locations where Relax For Life showrooms are present (ie. Sydney, Melbourne, Gold Coast & Brisbane). All other areas & any customers who do not wish to service every 2nd year will receive standard 5 year comprehensive in-home* warranty as below.

OHCO M8 Neo and ALL Fujiiryoki models: 5 year comprehensive in-home* warranty.

NB: ALL Fujiiryoki models 5 year warranty effective from 15/10/25. Prior to this date, the conditions of warranty were 5 year for JP models only & 3 year for other Fujiiryoki models.

Dcore range of massage chairs and original Ocho M8 massage chair : 3 years comprehensive in-home* warranty.

Remaining Massage Chairs with Sold price \$5,000 or more equates to 3 year comprehensive in-home* warranty. Extended warranty available at \$250 per additional year.

Massage Chairs with Sold price below \$5000 equates to a 1 year comprehensive in-home* warranty. Extended warranty available in some cases at \$250 per additional year.

Recliner & Lift Chairs (all prices): 3 year comprehensive warranty

The above warranty periods only apply to Private residential homes. Massage, Recliner, Lift Chairs used in corporate/commercial premises' (or anywhere other than private residential home) have a 6 month warranty term. Chairs used in a rental or hire situation will have no warranty.

Please note that the material on all of our massage chairs and lift/recliner chairs is covered by a 12 month warranty (private residential homes only, not valid for corporate/commercial premises' or rental/hire situations)

Prerequisite for the implied warranty is the proper setup in accordance with the operating instructions. Improper use and /or incorrect setup can render the warranty void.

If the power cord which you received was destroyed or damaged in any way, to avoid danger, it must be replaced by our manufacturer or our maintenance department or appropriate professional persons. The warranty does not cover:

- Damage effected by outer force
- Intervention by unauthorised parties
- Incorrect handling of the product
- Non-compliance of the operating instructions

All warranties above do not cover normal wear and tear and all warranties are void if the product is used for other than normal activities. Repairs or replacements required where there is

evidence that such conditions have contributed to a component failure will not be covered by the warranty. Other exclusions are: Water damage, Damage affected by outer force, Intervention by unauthorized parties, Incorrect handling of the product, Non-compliance of the operating instructions and Commercial Use. Electrical spikes causing damage to the chair are not covered under warranty & we recommend use of power surge protectors to prevent this damage. Any damage caused by vermin/pests/pets is not covered under warranty under any circumstances.

Warranty commences from date of delivery.

Proof of purchase is required for any warranty claim.

Some claims may occasionally require the item to be returned to Relax For Life (at Relax For Life's cost if within the warranty period and applicable to warranty conditions including location being within 50kms of nearest Australian state capital).

Repair, replacement and adjustment under warranty are not available for defects, faults or failures due to:

1. Ordinary wear and tear, user negligence, misuse or abuse, accident, fire, OR
2. Malicious damage by a third person; alterations or modifications by a non authorized service technician
3. Failure to service the equipment in accordance with the user manual's Specifications and recommendations or warranty conditions

If you would like to purchase extended warranty for your massage chair, recliner chair or lift chair: Extended warranties are available at a cost of \$250 per year to a maximum of 2 years extension for private residential homes only. Must be purchased at time of purchase. Corporate/Commercial premises' (or anywhere other than private residential home) are not able to purchase extended warranty. Extended warranty coverage is identical to original warranty coverage (with extended term).

Other products (excluding Massage Chairs & Recliner/Lift Chairs)

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

All other products not mentioned above and sold by Relax for life either through our online store or retail stores are covered by a 12 month warranty. The faulty product will need to be returned to us by post or brought back to one of our stores for repair, replacement or refund at the discretion of Relax For Life and in accordance with Australian Consumer Laws. Any costs

associated with returning the item are the customers responsibility. Any costs associated with Relax For Life returning the product back to the customer are Relax For Life's responsibility.

NOTICE regarding all Warranties above:

These warranties do not cover any personal injuries, damage to or failure of the product or any other losses due to accident, misuse, neglect, abuse, normal wear, improper assembly or improper maintenance. Claims under warranty should be made to your authorized dealer with dated proof of purchase. The warranty is extended to the original owner only and does not cover any defect, malfunction or failure which does not conform to the limited warranty aforesaid.

PLEASE NOTE: Warranty extended to the original purchaser of the item only & only valid to customers who have purchased in Australia from Relax For Life.