



5 YEARS LIMITED WARRANTY

Residential Use Warranty Coverage

To obtain warranty service, you must have the receipt of purchase with a valid date of sale, and call before any returns or authorizations can be made. The warranty period commences on the date the product was first purchased at retail and the completed warranty card must be sent in to Omega within 90 days of purchase. Omega Massage will not authorize any warranty work unless the warranty registration was satisfactory completed and a proof of purchase is provided. Service work without the proper notification to Omega Massage will be returned at owner's expense:

1. WARRANTY: Subject to limitation set forth herein:

- A. THIS WARRANTY IS VALID ONLY ON OMEGA PRODUCTS PURCHASED AND USED IN THE UNITED STATES OF AMERICA AND CANADA. THIS WARRANTY APPLIES ONLY TO THE ORIGINAL RETAIL USER AND DOES NOT APPLY TO PRODUCTS USED FOR ANY INDUSTRIAL, PROFESSIONAL, BUSINESS, RENTAL, INSTITUTIONAL OR COMMERCIAL PURPOSE. THE ORIGINAL DATED BILL OF SALE OR SALES INVOICE MUST BE SUBMITTED TO THE AUTHORIZED OMEGA REPAIR CENTER AT THE TIME WARRANTY SERVICE IS REQUESTED.
- B. The warranty period commences on the date the product was first purchased at retail and the completed warranty card must be sent in to Omega within 90 days of purchase.
- C. Omega Massage, Inc. (Omega) warrants this product against defects in material and workmanship, subject to the terms of this Limited Warranty. This Limited Warranty covers only the first retail sale of a genuine Omega product.
- D. FRAME: For FIVE (5) YEARS should any defect occur in the frame of the chair, Omega will exchange, replace or repair such defective part(s) without charge.
- E. PARTS: For THREE (3) YEARS should any defect occur in the motors, solid state controls, electrical or mechanical parts and assemblies or roller mechanisms (collectively the "parts"), Omega will exchange, replace or repair such defective parts without charge.
- F. IN HOME SERVICE: For NINETY (90) DAYS should any defect occur which is covered under this Limited Warranty, Omega will provide In-Home labor service and parts without charge. For service, please call **(714) 204-4200 Ext. 302**



2. LIMITATIONS:

- A. This Limited Warranty does not cover upholstery covering, ornamentation, headphones, MP3 player, memory sticks, and non-electrical or mechanical attachments. This warranty does not apply to repairs or replacements necessitated by any cause beyond the control of Omega including, but not limited to, any malfunction, defect or failure caused by or resulting from unauthorized service or parts, improper maintenance, operation contrary to furnished instructions, shipping or transit accidents, modification or repair by the user, abuse, misuse, neglect, accident, incorrect power line voltage, fire, flood or other Acts of God, or normal wear and tear. The foregoing is in lieu of all other expressed warranties and Omega does not assume or authorize any party to assume for it any other obligation or liability. This Limited Warranty shall be void if the nameplate on the furniture is defaced, removed, or altered in any way.
- B. The limit of liability under this warranty shall be the actual cash value, at the time of claim, of the product in operating condition, or the actual cost of repair, whichever is less. The aggregate limit of liability shall not exceed the original purchase price of the product.
- C. Do not sit on leg rest while it is in extended position. It is designed to support leg weight only. Damage to leg rest is not covered under this Limited Warranty.
- D. User Weight Limits: OM-510 Maximum = 250lbs.; Montage Elite Maximum = 300lbs.; Montage Premier Maximum = 300 lbs. Warranty is void if used by a person exceeding the listed user weight limits.
- E. THE DURATION OF ANY WARRANTIES WHICH MAY BE IMPLIED BY LAW (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS) IS LIMITED TO THE TERM OF THIS WARRANTY. IN NO EVENT SHALL OMEGA BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF THIS PRODUCT, OR FOR ANY DELAY IN THE PERFORMANCE OF ITS OBLIGATIONS UNDER THIS WARRANTY DUE TO CAUSES BEYOND ITS CONTROL. SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS AND/OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU.
- F. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

3. SERVICE:

- A. To obtain service call the warranty Service Authorization Center at **(714) 204-4200 Ext. 302**. If upon examination by the service center no



- breakdown is found, the customer will be responsible for all charges incurred.
- B. The manufacturer is not responsible for shipping charges after ONE (1) year.
 - C. All requests for service require Omega to issue a Return Material Authorization (RMA) and an RMA number will be issued to the customer. Products received without a valid RMA number will be refused.
 - D. Some states do not allow the exclusion or limitation of incidental or consequential damages or do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
 - E. If you have any questions about warranty service, please call **(714) 204-4200 Ext. 302** or write to:

**Omega Massage, Inc.
Attn: Warranty Department
4065 East La Palma Avenue, Suite E
Anaheim, CA 92807**