Care Your Self

HCI MASSAGE CHAIR
Warranty Terms & Conditions

At **Human Care International Pvt. Ltd.**, we are committed to delivering premium-quality massage chairs backed by reliable after-sales support. This Warranty Policy outlines the terms and conditions applicable to all HCI Massage Chairs.

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1. Comprehensive Warranty

- **A. Domestic Residential Use**

Every HCI Massage Chair purchased for **domestic residential use** is covered by a **Three (3) Years Comprehensive Warranty** from the date of the original purchase invoice.
Domestic Residential Use refers to use within a private residence by **a single family consisting of up to six (6) members**.

Coverage Includes

- Manufacturing defects.
- Electrical and electronic components.
- PCB (Control Board).
- Motors.
- Air Pumps.
- Internal wiring.
- Reclining mechanism.
- Mechanical assemblies.
- Factory-fitted accessories.
- Labour charges.
- Onsite service support.

Any defective component found to have failed due to a manufacturing defect shall be repaired or replaced free of cost using genuine HCI replacement parts.

- **B. Commercial Use**

Massage Chairs installed or used in commercial or institutional environments shall carry a **One (1) Year Comprehensive Warranty** from the invoice date.
Commercial use includes but is not limited to:

- Offices
- Corporate Premises
- Spa & Wellness Centres
- Salons
- Gymnasiums
- Hotels & Resorts
- Hospitals & Clinics
- Airports
- Shopping Malls
- Pay & Use / Vending Locations
- Relaxation Lounges
- Commercial Establishments
- Any business or revenue-generating application

The scope of the Comprehensive Warranty remains identical to the Domestic Warranty except for the warranty period.

2. Service Support During Comprehensive Warranty
During the applicable Comprehensive Warranty period:

- Onsite engineer visits are provided **free of charge**.
- Labour charges are included.
- Manufacturing defective spare parts shall be repaired or replaced free of cost.
- Technical assistance is included.

If inspection determines that the damage has resulted from customer misuse, accidental damage, unauthorized repair, voltage fluctuation, negligence, liquid ingress, pest damage, or any condition excluded under this policy, the repair shall be treated as chargeable.

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3. Non-Comprehensive Warranty
The following are not covered under the Comprehensive Warranty:
Normal Wear & Tear

- Upholstery
- Leather / PU peeling
- Cushion softening
- Fabric discoloration
- Cosmetic scratches
- Surface finish
- Colour fading

Customer-Induced Damage

- Water damage
- Moisture damage
- Fire damage
- Rodent or insect damage
- Physical abuse
- Impact damage
- Voltage fluctuation
- Improper earthing
- Electrical surge
- Unauthorized repairs
- Unauthorized modification
- Damage during transportation or shifting

Consumable Parts
Unless found defective due to manufacturing during the Comprehensive Warranty period:

- Upholstery
- Zippers
- Arm Covers
- Headrest Covers
- Plastic Trims
- Decorative Panels
- Wheels

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4. Seven (7) Years After-Sales Service Support
Human Care International Pvt. Ltd. provides **Seven (7) Years After-Sales Service Support** from the date of purchase.
This Service Support is **not an extension of the Comprehensive Warranty**.
After expiry of the Comprehensive Warranty, customers shall continue to receive:

- Technical Support
- Genuine HCI Spare Parts (Chargeable)
- Repair Services
- Troubleshooting Assistance
- Installation Support

Applicable Charges After Comprehensive Warranty

- **Engineer Visit Charges: ₹3,500/- + GST per visit**
- Labour Charges: Chargeable
- Spare Parts: Chargeable
- Transportation & Logistics (where applicable): Chargeable

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5. Optional Annual Maintenance Contract (AMC)

To provide continued peace of mind beyond the Comprehensive Warranty period, Human Care International Pvt. Ltd. offers an **Optional Annual Maintenance Contract (AMC)** for all HCI Massage Chairs.

AMC Charges

10% of the Original Invoice Value per annum + Applicable GST

AMC Coverage

During the validity of the AMC:

- Comprehensive coverage against manufacturing defects.
- Genuine replacement parts for covered failures.
- Labour charges included.
- Preventive maintenance.
- Technical support.
- Onsite service support.

No Engineer Visit Charges shall be applicable during the validity of an active AMC.

The AMC shall follow the same terms, conditions, exclusions and limitations applicable under the Company's Comprehensive Warranty Policy.

Human Care International Pvt. Ltd. reserves the right to inspect the chair before accepting or renewing an AMC. Any repairs required before commencement of the AMC shall be chargeable.

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6. Conditions for Warranty Validity

The Warranty shall remain valid only if:

- Original Purchase Invoice is produced.
- Product Serial Number remains intact.
- Installation and operation are carried out as per the User Manual.
- The chair has not been repaired by unauthorized personnel.
- Only Genuine HCI Spare Parts have been used.
- The chair has been used strictly for its intended Domestic or Commercial purpose.

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7. Warranty Shall Become Void If

- Serial Number is removed or altered.
- Unauthorized repairs are carried out.
- Damage results from unstable electrical supply.
- Water or flooding damage occurs.
- Damage is caused by rodents or insects.
- Product is misused or neglected.

- Commercial use exceeds intended application.
- Damage occurs during transportation by third parties.

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8. Service Request Procedure

Customers requesting service shall provide:

- Customer Name
- Contact Number
- Purchase Invoice
- Model Number
- Serial Number
- Description of Complaint
- Photographs or Videos (if requested)

Following verification, an authorized HCI Service Engineer shall schedule the service visit.

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9. Limitation of Liability

Human Care International Pvt. Ltd. shall not be liable for any indirect, incidental, consequential or commercial losses arising from the use or non-use of the product. The Company's liability shall be limited solely to repair or replacement of defective components in accordance with this Warranty Policy.

Summary of Coverage

Coverage	Domestic Use	Commercial Use
Comprehensive Warranty	**3 Years**	**1 Year**
Manufacturing Defect Parts	✓ Covered	✓ Covered
Engineer Visit During Comprehensive Warranty	✓ Included	✓ Included
Labour Charges	✓ Included	✓ Included
Technical Support	✓ Included	✓ Included
Optional AMC	**10% of Invoice Value per Year**	**10% of Invoice Value per Year**
Engineer Visit During AMC	✓ Included	✓ Included
Seven-Year After-Sales Service Support	✓ Available	✓ Available
Engineer Visit After Warranty/Without AMC	**₹3,500/- + GST per Visit**	**₹3,500/- + GST per Visit**
Spare Parts After Warranty	Chargeable	Chargeable
Upholstery / Leather	✗ Not Covered	✗ Not Covered
Accidental / Water / Fire / Rodent Damage	✗ Not Covered	✗ Not Covered
Voltage / Electrical Damage	✗ Not Covered	✗ Not Covered