



## AIRHAWK Warranty Policy

Thank you for reaching out AIRHAWK® Comfort Seating Solutions' Warranty Department! Please review the information below for full details on our Warranty Policy.

### **AIRHAWK® Cell Pads:**

AIRHAWK® Cell Pads purchased on or after July 12, 2018, are warranted to be free from defects in materials or workmanship for the life of the cell pad when purchased from an authorized dealer of AIRHAWK® products. This warranty does not cover damages caused by obvious misuse or other damage caused by the customer and the customer is responsible for all shipping costs. Upon inspection by AIRHAWK and once the damage is determined to be a defect in materials or workmanship, a new cell pad will be supplied to the customer free of charge other than shipping costs. For the lifetime warranty to be effective the customer must register the product at [airhawk.net](http://airhawk.net) within 30 days of purchase. All cell pads purchased prior to July 12, 2018, are covered by the warranty in existence at the time of purchase.

### **AIRHAWK® Cushion Covers:**

AIRHAWK® Covers are warranted to be free from defects in materials or workmanship for six (6) months from the date of purchase from an authorized dealer of AIRHAWK® products. Within this period, we will, at our sole discretion, repair or replace any components that fail in normal use. Such repairs or replacements will be made at no charge to you for parts and/or labor, provided that you shall be responsible for any transportation charges. Replacement products may be new or refurbished at our discretion.

These warranties do *not* apply to: (i) damage caused by accident, abuse, misuse, fire, or other acts of nature or external causes; (ii) damage caused by operating the AIRHAWK® product outside AIRHAWK®'s published guidelines; (iii) damage caused by service performed by anyone who is not an authorized service provider AIRHAWK®; (iv) damage to a product that has been modified or altered without the prior written permission of AIRHAWK®.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES WHETHER ORAL, WRITTEN, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE,

STATUTORY OR OTHERWISE. Subject to applicable law, in no event shall our liability exceed the purchase price of the item in question.

### **How To Obtain Warranty Service:**

Prior to sending in any damaged product/good in question, you are required to fill out our AIRHAWK® Warrantable Item Claim Form as well as furnish Proof of Purchase or Date of Manufacture. These must be sent to [warranty@highendseats.com](mailto:warranty@highendseats.com). Alternatively, you may mail your request to the following:

AIRHAWK® Warranty Department  
RE: Warrantable Item Request  
[INSERT CLAIM NUMBER HERE] 1919 E. Occidental St.  
Santa Ana, CA 92705

Upon review, we will determine whether your item qualifies for warranty replacement or repair. Upon qualification, a representative of our Warranty Department will reach out to you with the appropriate next steps. Should your item *not* qualify for warranty replacement or repair, a representative of our Warranty Department will reach out to inform you of such?

NOTE: All warrantable items must be shipped to the Warranty Department within two weeks of approval. Any warrantable item shipped past this time-period will require re-issue of a warranty claim.

### **Privacy**

AIRHAWK® will maintain and use customer information in accordance with the AIRHAWK® Customer Privacy Policy available [here](#).

### **General**

No AIRHAWK® reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This warranty is governed and construed under the laws of the country in which the AIRHAWK® Product purchase took place. AIRHAWK® or its successor in title is the warrantor under this warrant