

Gravity Seating

Warranty Information



The warranty period for purchases from i5 Industries is 10 years from the date of purchase.

All warranties are to the original purchaser from authorized dealers only. You should contact the authorized dealer you purchased your product from to file a warranty claim on your behalf. Warranties are not transferable. Proof of purchase is required for all claims.

All warranties are limited to manufacturing and material defects that appear under normal, residual use. Warranties are for repair, replacement, or substitution of defective materials or workmanship of product at the discretion of i5 Industries. Refunds are not available.

The term covers plastic parts with structural function and defective metal components.

This term does not cover:

- Defects caused by improper use of the product, lack of minimal care, improper assembly or installation, and maintenance performed by third parties without prior authorization from i5.
- Parts or components with natural wear and tear of the product, such as regulators, bushings, slippers, cloth, canvas, vinyl materials, leather, colored plastics, and other coating/finishing materials.
- Difference of tonality between coatings of products acquired on different dates.
- Deformations on foam used in seating and backrests up to 10% of their original size are considered to appear with use.
- Damage caused by exposure to the elements, use of the product in outdoor or moisture / high heat areas, as well as use on rough terrain.
- Chrome finish in plastic parts.
- Damage caused by natural disasters such as floods, fires, etc.
- Defects occurred during transport carried out by the customer or carrier under the customer's responsibility.
- Amendments made to the product by the owner and/or unauthorized persons.
- Materials provided by the customer, such as tissue or other material that is not standard i5 line

Limitation of Liability

In case of defect, in order to enjoy the guarantee, the consumer should contact the company where the product was purchased, with the invoice of the same. A product shall not be considered defective and i5 shall not be obliged to replace it if it is not installed or used as recommended in the instruction manual. i5 is available to answer any questions regarding your product and services, as well as to guide you in the best way about guarantee procedures or the conservation of your product.

To obtain warranty you will need:

1. Date of purchase 2. Name of dealer 3. Invoice number 4. Model and description

i5 Industries reserves the right to request defective parts to be returned upon request.

For warranty service please call **979.776.2100** or email **claims@i5industries.com**