

Warranty

Gaming Chair: 2-YEAR WARRANTY

Gaming Desk: 5-YEAR WARRANTY

Gaming Chair Internal Metal Frame*: LIFETIME WARRANTY

RTA Products, LLC has warranted the Techni Sport products to the original purchaser who acquired a new product from RTA Products or its authorized re-sellers of the product against defects in material or workmanship.

This warranty is expressly limited to the repair or replacement (at its option) of defective product components or materials as a result of a defect in materials or workmanship. This warranty is limited to merchandise purchased in the Continental United States, excludes AK, HI and PR. No assembly labor is included. The word "defects" as used in this warranty, is defined as imperfections that impair the utility of the product.

Warranty for International orders - replacement parts: buyer is responsible for shipping costs plus any local taxes or duties.

This warranty applies under conditions of normal use, but does not apply to defects that result from intentional damage, wear & tear, negligence, unreasonable use or exposure.

Internal metal frame*: Refers to the internal metal steel structure of the seat and back only

Liability for consequential damages is excluded to the extent exclusion is permitted by law. This warranty gives you specific legal rights, and you may have other rights that vary from State to State.

RTA Products does not warrant: a) natural variations in character marks b) changes in surface finishes due to aging or exposure to light c) marks, scars, or wrinkles occurring naturally in leather d) failure resulting from normal wear and tear e) the matching of colors, grains, or textures of natural materials f) the colorfastness or the matching of textiles, including an exact match to cuttings or to swatch cards g) damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds, damage from sharp objects or imprinting from writing instruments, or prolonged exposure to direct sunlight h) we do not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

RTA Products shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages.

Any modification to the original product voids the warranty. We do not warrant the performance of the product when used in combination with other than original products.

This product has been designed for and is intended for office, home-office and gaming use only. This warranty is Original Purchaser's sole remedy for product defects, and this warranty does not extend to any product, or damage to any product, caused by or attributed to abuse or misuse, products used for commercial or rental purposes, use modifications of, or attachments to the product, and products or parts not used, maintained, or extended here under is in lieu of any and all other warranties, express or implied, including without limitations any implied warranty or merchant ability or of fitness for a particular purpose.

Report any defects to RTA Products, LLC together with your sales receipt or other proof of purchase. If the chair is defective within the terms of the warranty, RTA Products, LLC will furnish a replacement chair (at its option) at no cost of equal or similar value and design.

RTA Products will advise you of the procedure to follow in making warranty claims. The following are the procedures for warranty claims:

a) Contact us directly via e-mail to support@rtaproducts.com Please provide your original ORDER#. Explain in your e-mail the issue/s you have with our product. Please allow up to 24 hrs for our Customer Support team to reply. If your matter is urgent and requires immediate attention, you are welcome to call us between Monday - Friday - from 9am-4pm (Eastern Standard) at 866-782-5520. Please be advised that you are still required to provide all details in writing via e-mail.

b) If we determine that replacement will remedy the situation, and in order to determine the extent or the cause of the defect, purchaser will need to send the part in question at purchaser's expense. Once we receive the part, we will examine it and determine whether the claim is valid (or not), and then proceed to send the replacement. We will ship the replacement at our expense.