

Warranty Information-B0FF3XBWFY

Technical Support & Customer Service

Marsail:

Email: support@bsqworld.com

*We will respond within 24 hours on business days.

Limited Warranty Periods

Ergonomic Chairs 5 Years

The Limited Warranty Period begins on the original date of purchase and only applies to products purchased directly from us or from an authorized reseller.

The Limited Warranty covers the cost of shipping replacement parts but does not cover additional costs relating to the removal or replacement of defective parts or products.

The Limited Warranty is voided if your product is modified, improperly installed, used beyond its stated Max load, or otherwise misused or abused.

The products are intended for indoor use only. Outdoor use voids the Limited Warranty.

Returns policy

Please note that the following return policy applies only if the product was purchased directly from us. If purchased from a 3rd-party source, you will need to contact the company you purchased from and follow their return policy.

We have a 30-day returns policy, which means you have 30 days after receiving your item to request a return. To be eligible for a return, your item must be in the same condition that you received it; unworn or unused, with tags, and in its original packaging. You' ll also need the receipt or proof of purchase. To start a return, you can contact Amazon directly.

Damages and issues

Please inspect your order upon receipt and contact us immediately if the item is defective or damaged, or if you receive the wrong item, so that we can evaluate the issue and make it right.

Exceptions / non-returnable items

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item. Unfortunately, we cannot accept returns on sale items or gift cards.