

Lift Chair for Life is provided by Living Well Stores, Inc. and not the manufacturer of the lift recliner chair.

Coverage under the terms specified herein is conditionally based on an eligible Product and/or Protection Plan having been purchased on or after November 1, 2015. Unless amended by State or Territory Specific Provisions, this Protection Plan sets forth the entire agreement and no representation, promise or condition not contained herein shall modify these terms. This agreement is governed by the laws of the state of Florida, Duval County.

PRODUCT INFORMATION

(To be completed by the customer)

Brand/model number: _____

Product Serial number: _____

Original date of purchase: _____



Lift Chair for Life covers mechanical or electrical failure of any of the following items that may occur with your covered lift-recliner

- | | |
|--------------------------|---------------------------|
| 1. Lithium ion battery † | 9. Electrical controller |
| 2. Frame and hardware | 10. Battery Charger |
| 3. Seat components | 11. Motor |
| 4. Platform | 12. Heat / massage † |
| 5. Frame welds | 13. Bearings and bushings |
| 6. Wiring | 14. Hand control |



Living Well Stores, Inc. • Jacksonville, Florida

(800) 704-8432

www.livingwellstores.com

Entire contents copyright 2022 Living Well Stores, Inc. All rights reserved F

Please read this information carefully so that you fully understand your coverage and limitations. Possession of this document does NOT assure coverage.

† If your chair is so equipped.

IF YOUR LIFT-RECLINER REQUIRES REPAIR

You must contact us at hello@livingwellstores.com or by calling us at (800) 704-8432. We will attempt to troubleshoot the problem you are experiencing. During this process we will also verify that payments on your Lift Chair for Life program are current. We may require yours or a caregiver's assistance in identifying what the problem is. If we cannot resolve the problem via phone, we will arrange to have your lift-recliner repaired or replaced.

HOW YOUR LIFT RECLINER WILL BE REPAIRED

If we determine that your Lift Recliner needs repairs, at our sole choosing, we will do one of the following:

If an accessory item such as a power cord, AC adapter or hand control has failed, we will provide that accessory free of charge and instructions that explains how to replace the broken accessory;

If your chair is otherwise not working as originally defined by the manufacturer, we will arrange for a technician to come to where the chair is located to service it.

If your chair cannot be restored to proper operation within 21 days, We will provide a new Product of equal features and functionality and remove the damaged one.

Service, when required, will be provided by Living Well Store's nationwide service network. At our sole option, replacement parts may be new, rebuilt, or non-original manufacturer's parts that perform to the factory specifications. Repairs will be performed by the service technician where the chair is located.

COVERAGE START & LENGTH

Lift Chair for Life provides continuous coverage beginning from the date Lift Chair for Life has been purchased for a covered chair until or unless:

- a. You notify us that you wish to cancel your Lift Chair for Life coverage.

-or-

- b. We are unable to charge the credit or debit card you provided us with for the Lift Chair for Life monthly

WHEN AND HOW WILL YOU BE CHARGED

By purchasing Lift Chair for Life and being charged for your first payment, you agree to allow us to charge your credit or debit card every thirty days following the first payment until or unless you contact us requesting to cancel.

IF WE CANNOT CHARGE YOUR DEBIT OR CREDIT CARD

If we are unable to charge your credit or debit card, we will attempt to reach you by telephone twice, email once and United States Postal Service once over a 14 day period following the due date for your Lift Chair for Life monthly payment. If, after the 14 days have elapsed we are not able to obtain a new form of payment, we will cancel your Lift Chair for Life Plan (see below for details).

TRANSFERABILITY

Lift Chair for Life is assigned to the original purchaser or owner. The plan may be transferred from the original purchaser to another party within 30 days of initial delivery of the Product by advising Living Well Stores via email of the name and address of the new rider. Lift Chair for Lo is not transferable after 45 days.

PLAN CANCELLATION

You may cancel your Lift Chair for Life plan at any time. We will cancel your Lift Chair for Life plan for nonpayment, fraud, or material misrepresentation by you.

To cancel, contact us by phone at 800-704-8432, email to hello@livingwellstores.com or text message at xxx-xxx-xxxx. If you email or text us, include the name of the person whose credit or debit card is being charged.

Your Lift Chair for Life plan will terminate on the 30 days following the date of the month in which we last were able to collect your Lift for Life monthly payment.

WHAT THIS PLAN DOES NOT COVER

1. UPHOLSTERY AND PADDING;
2. LIFT CHAIRS USED BY PERSONS WHOSE WEIGHT EXCEEDS THE MANUFACTURER'S RATED MAXIMUM WEIGHT CAPACITY FOR THE PRODUCT*;
3. Incidental or consequential damages, including but not limited to, property damage, loss of use of the lift chair or from delays in providing service;
4. Service performed without consulting Living Well Stores;
5. Replacement of dirty or scratched but otherwise functioning handheld control.
6. Consumer replaceable 9v backup batteries.
7. Damage caused by exposure to rain, snow, vandalism, animal or insect infestation; or use in a manner not in accordance with the manufacturer's specifications and owner's manual;
8. Theft or loss of the Lift recliner or any of its parts;
9. Failure to properly clean or maintain the product as recommended by the manufacturer;
10. Damage caused by the owner; negligence, misuse, abuse; improper electrical/power supply; modifications, attachments, assembly or disassembly;
11. Act of nature (any accident caused or produced by any physical cause which cannot be foreseen or prevented, such as storms, perils of the sea, tornadoes, hurricanes, floods and earthquakes) or any other peril not related to the Mobility Product;
12. Products placed into commercial service or rented;
13. Products with removed or altered serial numbers;
14. Products located outside of the fifty United States or Canada;
15. Manufacturer defects or equipment failure which are covered by manufacturer's warranty, manufacturer's recall, or factory bulletins;

Lift Chair for Life does not replace the manufacturer's warranty but rather provides certain additional benefits during and after the manufacturer's warranty has expired. In order to obtain repairs, you may be asked to provide proof of ownership and purchase as well as the serial number of your Product.

* We may ask you to provide us with a recent weight as collected by a licensed clinician within the last 60 days.

