



## Product Warranty Policy Overview

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Applies To: Align3D Custom Backrests, Custom Cushions, and Hardware

Effective Date: January 1, 2026

### 1. Purpose

This Product Warranty Policy defines Align3D’s coverage for defects in materials and workmanship in our custom seating products. This warranty is separate from Align3D’s Custom Fit Assurance Policy, which addresses initial fit outcomes.

### 2. Warranty Coverage Period

#### a. From the original date of shipment:

<b>Component</b>	<b>Coverage Period</b>
Structural shells & bases (backrests and cushions)	2 years
Foam liners & support layers	1 year
Covers & textiles	6 months
Hardware components	1 year

Warranty applies to products used under normal clinical seating conditions.

### 3. What is Covered

#### a. The warranty covers defects resulting from:

- i. Manufacturing errors
- ii. Material failure outside normal wear
- iii. Structural failure not caused by misuse
- iv. Premature foam breakdown unrelated to body weight changes or moisture exposure
- v. Hardware fracture or failure under intended load

#### b. If a defect is confirmed, Align3D will, at its discretion:

- i. Repair the component
- ii. Replace the component
- iii. Replace the product
- iv. Provide parts at no charge

#### 4. What is Not Covered

- a. The warranty does not apply to:
  - i. Normal wear and tear
  - ii. Cosmetic damage that does not affect function
  - iii. Damage from misuse, impact, or improper installation
  - iv. Improper cleaning agents or exposure to harsh chemicals
  - v. Moisture damage from incontinence or improper drying
  - vi. Alterations or modifications not authorized
  - vii. Damage due to growth, weight change, or posture progression
  - viii. Fit or comfort concerns (see Custom Fit Assurance Policy)

#### 5. Claim Process

- a. To submit a warranty claim:
  - i. Complete a Review Request either online or via PDF emailed to [orders@a3dcs.com](mailto:orders@a3dcs.com)
  - ii. Provide photos and a detailed description of the issue(s)
  - iii. Provide a quote or sale number
  - iv. Obtain a RMA if a product return is required
- b. Align3D may request inspection before approving a repair or replacement.

#### 6. Shipping Responsibility

- a. Align3D covers shipping of replacement components for approved claims.
- b. Custom/dealer may be responsible for return shipping unless defect is confirmed upon inspection

#### 7. Limitations of Liability

- a. This warranty is limited to repair or replacement of the product or components. Align3D is not liable for:

- i. Indirect or consequential damages
- ii. Loss of use
- iii. Clinical complications resulting from misuse or improper setup.

8. Relationship to Custom Fit Assurance Policy

<b>Topic</b>	<b>Warranty</b>	<b>Custom Fit Assurance</b>
<b>Structural crack</b>	✓ Covered	-
<b>Foam collapse</b>	✓ Covered	-
<b>Stitch failure</b>	✓ Covered	-
<b>Shape mismatch</b>	-	✓ Covered
<b>Postural progression</b>	-	-

9. Policy Intent

- a. Align3D products are designed for long-term durability in clinical seating applications. Proper installation, maintenance, and cleaning are required to maintain warranty coverage.

*Warranty coverage is valid only when products are used as intended and maintained according to Align3D care guidelines.*