Tilt-in-Tec Riser Recliners Guarantee Claim Process

Dear Customer,

Thank you for choosing us and for your continued partnership.

To ensure guarantee claims are handled efficiently, please follow the process below.

How to report a guarantee claim

In the first instance, end customers should contact the retailers from whom the product was purchased and provide:

- Proof of purchase (invoice or receipt)
- Product serial number or batch ID
- A description of the fault
- Supporting photographs and/or videos where possible

The retailer should then submit the details to sales@tilt-in-tec.co.uk

Tilt-in-Tec Riser Recliners will review all information provided and investigate the cause of the fault. We reserve the right to make the final determination as to whether the issue has resulted from normal domestic use and is covered under the 5-year-guarantee.

Where a warranty claim is approved, we will supply the required replacement parts free of charge.

Repairs may be carried out by the retailer where they have the appropriate service capability, or by an approved third-party service provider. However, labour charges, service call-out fees, installation costs, and any other associated repair costs are not covered under the warranty unless otherwise agreed by us in writing.

Guarantee Exclusions

The guarantee does not cover faults or damage resulting from:

- Misuse, neglect, abuse, or improper operation
- Accidental damage
- Pet damage
- Liquid ingress or exposure to excessive moisture
- Fabric damage, staining, fading, or general wear and tear

• Damage to USB ports, cables, plugs, or electrical components caused by excessive force or improper use

• Unauthorised repairs, modifications, or alterations

• Commercial use, including hotels, Airbnb properties, care homes, rental properties, hospitals, or other non-domestic environments

Tilt-in-Tec Riser Recliner reserves the right to refuse any guarantee claim that does not meet the above conditions.

Please note that the 5-year guarantee period is calculated from the date of manufacture of the product, not the date of purchase.