

Guarantee

Stronger Back Guarantee

When you sit on Back App we guarantee you a stronger back. If, for some reason you should not feel an improvement after 30 days use, you can return the chair and receive full refund. The chair must be returned undamaged in original packaging. Return shipping paid for by the customer.

Stronger Back Guarantee form (</media/1042/Stronger Back Guarantee form.pdf>).

Product Guarantee

Back App AS guarantees Back App chairs for 5 years of normal use. Normal use is use in offices or homes by people weighing 110 kg or less.

The guarantee covers construction faults and covers broken parts, which will be replaced.

Back App AS requires that complaints are reported according to Back App AS system for complaints. In order to approve the complaint we need:

1. Photo(s) of the fault(s)
2. Photo of the label on the chair with production date and serial numbers
3. Statement about normal use

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