



Vivid E-Scape (PTY) LTD T/A Kyros
Registration number: 2021/622800/07

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1-Year Limited Warranty

Kyros Warranty Policy

Effective Date: 01 March 2026

Kyros warrants that all Kyros gaming chairs purchased through authorised Kyros sales channels will be free from defects in materials and workmanship under normal residential use for a period of one (1) year from the date of purchase, subject to the terms below.

This warranty is in addition to the consumer's rights under the Consumer Protection Act, 2008, which provides for an implied warranty of quality for a period of six (6) months from the date of delivery.

This warranty applies only to the original purchaser and is not transferable, unless otherwise required by law.

1. Warranty Coverage

During the one-year warranty period, Kyros may repair, replace, or refund, at its discretion and in accordance with applicable law, any component determined to be defective in materials or workmanship under normal use.

The warranty covers the following components:

Structural Components

- **Steel frame**
- **Base structure**
- **Internal support structure**

Mechanical Components

- **Gas lift cylinder**
- **Tilt mechanism**
- **Reclining mechanism**
- **Adjustable armrests**
- **Lumbar support mechanisms (where applicable)**
- **Wheels/casters**
- **Base**

Upholstery

PU leather, fabric, or other upholstery materials are covered against manufacturing defects or abnormal deterioration under normal use.

Natural cosmetic changes that occur over time, such as minor creasing or softening of upholstery, are not considered defects.

2. Warranty Service

If a defect covered under this warranty occurs during the warranty period, Kyros may:

- **Provide replacement parts**
- **Repair the defective component**
- **Replace the product**
- **Provide a refund where required by applicable consumer protection legislation**

Replacement parts may be shipped to the customer where appropriate.

Kyros may request that defective components or the full product be returned for inspection before approving a claim.

3. How to Make a Warranty Claim

To submit a warranty claim, please contact Kyros Customer Support and provide the following information:

- Full name
- Order number or proof of purchase
- Description of the issue
- Photos or videos clearly showing the defect

Warranty claims should be submitted to:

Email: support@kyros.co.za

Kyros may request additional information reasonably required to assess the claim.

4. Conditions for Warranty Coverage

For this warranty to apply:

- The chair must be assembled and used according to Kyros instructions.
- The chair must be used for normal residential use.
- The appropriate chair model must be selected for the user's size and weight as specified on the product page.
- The product must be purchased through Kyros or an authorised Kyros reseller.

Failure to follow these conditions may affect the outcome of a warranty claim.

Nothing in this section limits rights provided to consumers under applicable consumer protection legislation.

5. Warranty Exclusions

This warranty does not cover damage resulting from:

- Misuse, abuse, or improper use
- Standing, jumping, or placing excessive weight on the chair
- Use beyond the recommended weight capacity
- Improper assembly not in accordance with instructions
- Unauthorised repairs or modifications
- Accidental damage
- Negligence

This warranty also does not cover normal wear and tear, including but not limited to:

- **Minor creasing or stretching of upholstery**
 - **Surface scratches**
 - **Cosmetic fading over time**
 - **Damage caused by pets or sharp objects**
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6. Limitation of Liability

To the extent permitted by applicable law, Kyros' liability under this warranty is limited to the repair, replacement, or refund of defective components or products.

Nothing in this warranty limits or excludes any rights that consumers may have under the Consumer Protection Act, 2008.

7. Shipping and Handling

Kyros will cover the reasonable cost of shipping replacement parts for approved warranty claims within South Africa.

Where a product must be returned for inspection or repair, Kyros will provide instructions regarding the return process.

Kyros Customer Support

Email: support@kyros.co.za

Website: www.kyros.co.za