



Warranty Information

Coverage

Boraam warrants all products against defects in workmanship or materials for the duration of 90 days from the date of end customer purchase. If a product proves to be defective in either materials or workmanship, Boraam will repair product at no charge with new replacement parts. Upon Boraam request, the customer may be required to submit photo to support defective claim. The warranty of any replacement unit will be for the balance of time remaining on the original warranty.

Exclusions from Warranty Coverage

The following is not covered under the Boraam limited warranty:

- Damage caused in Commercial use or setting; limited warranty only covers for residential use
- Damage caused by abuse, misuse, or accident damage arising from improper assembly
- Damage due to persons use exceeding 250 lbs
- Normal wear and tear
- Boraam items that are purchased through an unauthorized seller and/or purchased used. Please see Boraam's website for a list of Authorized sellers <https://boraamindustries.com/retailers/>

Contact

Boraam warranty is available to the original purchaser with proof of purchase from an *authorized* retailer. To obtain Warranty Service, contact Boraam customer service. Please be ready to provide the following required information:

- PO#
- Model number of product(s)
- Customer name
- Shipping Address/Phone number
- Description of Problem
- Part description located on Assembly Instructions
- *Phone: 1-847-949-6300*
- *Fax: 1-847-949-6800*
- *Email: customerservice@boraamindustries.com*