

X-Chair Canada Returns

Save your box the X-Chair arrived in. Due to the unique functionality of the DVL (Dynamic Variable Lumbar), we request that you keep and use your chair for at least 10 days to allow your body to properly adjust to your X-Chair. If you still wish to request a return after 10 days, please call our Customer Service. One of our Customer Care representatives will walk you through all the features and adjustments to ensure you are experiencing all that X-Chair has to offer.

In the event that a return is required, we will email you a return shipping label to pack up your chair and return it back to us. All purchases* are eligible for an exchange within that same 20-day time frame, a \$249 CAD return shipment still applies. The item must be returned in like-new condition, with all paperwork, parts, and accessories inside of 10 days upon receipt of the return shipping label to ensure full credit minus the return charge.

Please call 1-877-724-4922 for a return authorization and shipping instructions. We will not accept any return that is made without a return authorization number and processed through our return service.

All Items will be picked up by UPS. The pick-up for return normally happens within 2-4 business days from the date of the written request. The carrier will make up to two attempts to retrieve the merchandise from the purchaser. It is the responsibility of the purchaser to ensure the item is ready for pick up. It will also be the purchaser's responsibility to make arrangements in order to hand off the package to the common carrier. The carrier will schedule a specific day for pick-up.

Special Order purchases are not eligible for return