



Atlas Headrest Warranty

At Atlas Headrest, we are committed to ensuring your satisfaction with our products. Your Atlas Headrest comes with a comprehensive 3-year parts warranty that covers defects in materials, workmanship, and functionality under normal use. Here's what you need to know about our warranty policy:

Warranty Coverage

- **Duration:** 3 years
- **Covers:** Defects in materials, workmanship, and functionality
- **Does Not Cover:** Aesthetic issues such as scratches or scuffs, or damage due to abuse like fabric rips, snags, soiling, or staining

If you experience any issues with your Atlas Headrest, we will make every effort to repair, replace, or refund your purchase at our discretion.

Warranty Process

1. Purchases Through Authorized Dealers:

- If you purchased your Atlas Headrest through an authorized dealer, please contact the dealer directly for any warranty requests. The dealer will handle the warranty request on your behalf and provide the necessary support.

2. Direct Purchases from Atlas Headrest:

1. If you purchased directly from our website, please [Contact Us](#) with your warranty concern.

2. Documentation & Evaluation:

Please provide pictures or videos of the issue to help us diagnose the problem. Our team will review the information and determine whether the concern is covered under warranty and eligible for repair or replacement.

3. Shipping Responsibility:

If your warranty claim is approved, Atlas Headrest will provide the replacement part(s) free of charge. However, customers are responsible for covering the cost of shipping for all warranty replacements.

4. Replacement Processing:

Once your shipping information is confirmed and the shipping fee is paid, we'll process your order and send the replacement part(s) to your confirmed address. You'll receive a tracking number once the package ships.

Warranty Exclusions

The warranty does not cover the following:

- Changes in surface finishes, including colorfastness, due to aging, exposure to light, or direct sunlight
- Failure resulting from excess wear and tear
- Pilling of textiles
- Colorfastness or matching of colors of textiles or surface finishes, including an exact match to cuttings, samples, or swatch cards
- Damage, marking, or staining due to contact with rubber or similar compounds
- Damage from sharp objects or imprinting from writing instruments
- Abrading of textiles over time caused by sharp or foreign objects
- Discoloration of textiles and surface materials due to soiling, stains, or dye transfer from clothing, including denim
- Damage due to exposure to harsh chemicals, including some found in fabric dyes, laundry detergent, body lotions, hair products, etc.
- Products exposed to extreme environmental conditions or subjected to improper storage

Contact Us

For any warranty-related concerns or questions, please [reach out to our customer support team](#). We are here to ensure you have a seamless experience with Atlas Headrest and to address any issues promptly.

Thank you for choosing Atlas Headrest! We are dedicated to providing you with high-quality products and exceptional customer service.