



Thank you for choosing Testa-Seat!

This user guide is designed to ensure you get the most out of our product safely and effectively.

Important Safety and Use Instructions

Proper Use: This system must be used and installed as described in these instructions. Incorrect installation or use can endanger the user.

Intended Purpose: Use this product only for its intended purpose as described in the user guide. Misuse of the product could lead to damage or injury.

Regular Maintenance: Regular checks and maintenance of the seating system are crucial. Refer to the maintenance section of this guide for detailed instructions.

Disclaimer of Liability: The company is not liable for any damage or injury resulting from improper use, installation, or failure to follow maintenance guidelines, except as provided by mandatory laws.

Contact Information: If you have any questions or require assistance, please contact our customer support at info@testa-seat.com.

Emergency Procedures: In case of an emergency or unexpected operation of the product, refer to the emergency procedures section in this guide.

Custom Seating systems

Purchase conditions

In collaboration with Occupational Therapists, Physical Therapists, and insightful feedback from parents, we are proud to introduce a new benchmark in comfort and support with our custom seating systems. These systems have been thoughtfully designed for individuals who require additional postural support, making them an ideal choice for a variety of activities involving food and highchairs.

Key Features:

- **Customized for Comfort:** Each seat is tailored to provide optimum support, catering to the unique needs of each user.
- **Lightweight and Portable:** Our seats are designed for ease of transportation and can be seamlessly attached to various chair types.
- **Multi functional:** Can be used a floor activity chair and like a high chair

Quality and Variance Disclaimer:

While we are committed to the highest quality standards, please note that due to the custom nature of our seating systems, there may be occasional variances in manufacturing. These variances will not compromise the safety or functionality of the product.

User Responsibility and Safety Guidelines:

- **Functional Assurance:** Users are responsible for ensuring the product's functionality. Should any issues arise, we urge you to discontinue use immediately and contact us for assistance.
- **Intended Use:** These seating systems are not designed for use as a substitute for a safety car seat, for prolonged sitting periods, or as a substitute for a stroller or carriage.

Important Warnings:

- **Modifications Prohibited:** Do not make any changes or additions to the seating system or its accessories.
- **Installation Requirement:** Always install the seating system according to the 'User Guide' instructions to ensure maximum safety.
- **Supervision Necessary:** Never leave the user unattended with the system.
- **Not a Toy:** This product is exclusively for seating purposes and should not be used as a toy.
- **Designated Use:** The system is intended for seating purposes only and should not be used for any other activities.

Full Name: _____

Signature: _____

Purchase Process

Product Sizing Options:

- Standard Sizes: Customers can choose from regular sizes as detailed on our website.
- Custom Tailoring: For a more personalized fit, customers can opt for tailored products following our fitting process.

Fitting Process:

- Independent Fitting: Customers can conduct the fitting process independently using the Testa Caliper, accompanied by our detailed measuring instructions available on our website.
- Professional OT Evaluation: For complex fitting needs, Testa-Seat recommends undergoing a professional Occupational Therapist (OT) Evaluation. This service assists in precise measurements and determining the correct positioning, ensuring the product is optimally tailored to the user's body structure and specific requirements.

Responsibility and Acknowledgement - If a client opts to proceed with self-fitting without the guidance of a seating expert, they must acknowledge and accept full responsibility for the fit and any subsequent implications related to the seating arrangement.

Assistance Options - Testa's team offers tele-assistance for measurements. This service can be particularly helpful when using our body measurement caliper, which is available for purchase on our website.

Price Quotation: After the fitting, a quotation will be sent according to the dimensions and accessories defined during the appointment.

Approval of Quotation and Payment: After the approval of the price quotation and payment, we immediately begin manufacturing to ensure you receive the product as soon as possible. Also, to ensure proper use and to maintain the user's health, upon signing the price quotation, the client declares that they have read the User Guide, the warranty, and the purchase terms and conditions, which are an integral part of the contract, and they accept all these terms.

Payment Terms: Payment can be made via bank transfer, check, Zelle or any other method agreed upon by both parties.

Delivery Time: The product is specially manufactured for you and will be delivered within 25 business days from the client's approval of the transaction. Holidays, intermediate days of festivals, holiday eves, Fridays, and Saturdays are not counted in the business days. However, we make every effort to deliver the product to you in the shortest possible time so that you can start enjoying the product as soon as possible.

Upgrades in Products: Returning customers will receive a discount, the amount of which will be determined at the time of purchase according to the company's current terms.

Full Name: _____

Signature: _____

Warranty Coverage

Testa Company (hereinafter: "the Company") is committed to manufacturing products of the highest quality and suitability for their intended use. This warranty covers the proper operation of the product under normal usage conditions for a period of one year from the date of purchase. The specific conditions of normal use are detailed in Annex 1 of this document.

Service and Repairs:

- Home service, when offered, is a paid service available within delivery areas as determined by the Company from time to time.
- The warranty is based on product usage of up to 10 hours per day.
- The Company, at its sole discretion, will repair or replace, free of charge, any part found to be defective, provided that the product has been used and operated correctly.
- Customers are responsible for bringing the product to the Company's customer service location at their own expense for service under this warranty.
- This warranty is valid only with an original purchase invoice.

Warranty Limitations:

- Repairs under this warranty do not extend the warranty period.
- The warranty does not cover damage resulting from breakage, accidents, burglary, fire, force majeure, malicious intent, negligence (including undue pressure on the product, excessive exposure to the sun, or extreme temperatures), improper use, disregard of instructions, careless handling, or use of inappropriate accessories.
- The warranty is void if any treatment, modification, or repair of the equipment is carried out by an unauthorized person or a technician not certified by the Company.
- The warranty does not cover injuries resulting from incorrect fitting of our custom-made seating systems, which are produced according to the clinical team's instructions.

Additional Provisions:

- The warranty is subject to the product being used according to the instructions detailed in the User Guide. Abnormal use voids the warranty.
- Signing the warranty form signifies that the purchaser and/or user has carefully read and understood the usage instructions.

Legal Compliance:

- This warranty is provided in addition to any rights provided by federal law, including the Magnuson-Moss Warranty Act, and does not exclude or limit any implied warranties under state law.
- The Company disclaims any implied warranty of merchantability or fitness for a particular purpose to the extent permitted by law and as detailed in this warranty.

Full Name: _____

Signature: _____

Return Policy:

Customized Product: Cancellation of the transaction can be made within 3 business days following the client's approval of the contract and the price quotation. However, once the product is manufactured or purchased specifically for the client, according to their dimensions or special requirements, it cannot be returned or refunded.

Off-the-Shelf Product: Returns are allowed within 14 days from the date of receipt of the product, provided it has not been used. However, the monetary refund will not be full; the client will bear cancellation fees of 5% of the product price or \$50, whichever is lower.

We are dedicated to crafting high-quality products tailored to our clients' specific needs. Your satisfaction is paramount to us. If you find that your experience with our product does not fully meet your expectations, we encourage you to contact us. We are committed to listening to your feedback and providing support to resolve any concerns or issues you may have. Our team is here to assist you in every way possible to ensure your satisfaction with our products.