Socket Seat — Warranty & Trial Terms

Short version: use it for a hundred days. If it is not right for you, we make it right.

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100-DAY TRIAL

Use the Socket Seat for up to 100 days from delivery — at your desk, in your car, on the couch. If it is not working for you within that window, you have two options and the choice is yours: **a full refund**, or **a free replacement** if you think a second unit will do better. No restocking fee, and you do not have to justify the decision. Returns inside the 100 days are free — you are not charged for return shipping. **During the first 30 days**, return directly through Amazon; **after that**, contact the seller with your Amazon order number and we will process the return.

1 · AFTER THE 100 DAYS

One replacement is available for a $20 handling charge — not within a window, but for the lifetime of the product. Whether your cushion is one year old or six, the offer stands; it is simply limited to once.

2 · WARRANTY SUPPORT

Warranty support is included with proof of purchase from an official listing (aylio.com/where-to-buy); a cushion bought second-hand or from a reseller is not covered. It covers **manufacturing defects** — a seam that fails, a cover zip that breaks, foam that does not hold its shape under normal use. If a covered defect appears, we replace the cushion at no charge — that replacement does not use up your one $20 lifetime replacement.

It does not cover damage from misuse, cuts and tears, or normal cosmetic wear such as fading of the cover.

3 · HOW THIS WORKS WITH AMAZON'S RETURNS

First 30 days: return the cushion directly through Amazon's own returns process — the fastest route for a straightforward return. **Days 31–100:** Amazon's window has closed, but the trial has not — contact the seller with your Amazon order number and we will process the return ourselves.

4 · MAKING A CLAIM

Reach us through your Amazon order: **Your Orders → Get product support / Contact seller**, with your order number. A real person reads it and replies with the next step.

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