Atlas Warranty

We at Atlas Headrest are committed to your satisfaction with our products. Your Atlas Headrest comes with a 3-year parts warranty that covers defects in materials, workmanship, and functionality under normal use. If you experience any issues with your Atlas Headrest, we will make every effort to repair, replace, or refund your purchase at our discretion.

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 support as needed.

If you purchased directly from our website, please contact us at orders@atlasheadrest.com with your warranty concern. Pictures or videos of your concern are required to help us diagnose the issue. We will make the final determination of whether the issue is specifically covered under the warranty and eligible for repair. Please note that Atlas Headrest does not cover aesthetics such as scratches or scuffs, or abuse such as fabric rips, snags, soiled, or stained.

We do not warrant:
• 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 the 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
• damage or marking of materials or 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.
Atlas Headrest does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.