

Socket Seat — Troubleshooting Guide

Almost every “something feels wrong” has one of seven causes. Find yours below — most fixes take under a minute.

“It feels too firm.”	It is firm on purpose — dense foam is what holds the two openings open under your weight. The adjustment is measured in days, not hours ; most people coming from soft cushions acclimate within the first week. Judge it at the end of week one, not minute one — the 100-day trial exists so you never have to rush the verdict. Some customers also soften the feel by removing the cover and wrapping the foam in a pillowcase instead — the taut cover can add a little surface firmness. (The non-slip base is on the cover, so bare foam may need a mat — see “It slides around.”)
“I feel pressure at the edge of an opening.”	Slide the cushion an inch forward or back — an inch is usually the whole adjustment. Check orientation first: mesh side up, openings toward the back of the chair, the thicker rear edge against the backrest, and sit all the way back. If an edge still presses, the pillowcase swap above softens it here too.
“It feels wrong no matter how I position it.”	Measure — the geometry may not match your anatomy. Sit on a piece of cardboard on a hard bench for 30 seconds, stand, and measure between the centers of the two dents. The openings are designed around sit-bone widths of roughly 3.6”–6.7” , with about a third of an inch of grace each side (3.3”–3.6” and 6.7”–7.0” are borderline — probably fine, and what the trial is for). Further outside that, the geometry is not designed for your body — use the trial.
“It slides around on my seat.”	The non-slip vegan-leather base is part of the cover and must sit directly on a firm, flat seat — if you swapped the cover for a pillowcase, the grip went with it. On slick or heavily contoured surfaces, re-seat it flat; a soft or sagging cushion underneath cancels the grip and the geometry. On a seat that stays slippery, some customers place a small non-slip rubber mat under the cushion — it can be cut to the cushion’s size so it stays out of sight.
“It rocks or sits tilted.”	The cushion needs about 18.5” of level seat width . Tall side bolsters (racing-style chairs, sculpted car seats) can perch it on the slopes. Measure the flat section of your seat pan between the bolster creases.
“I feel too tall now.”	It raises you about 2” . At a desk: lower your chair so your elbows land where they used to. In a car: recheck your mirrors, and confirm headroom before a long drive.
“How do I wash it?”	Cover: unzip the three zippers, remove, machine wash cold on gentle, hang dry — no tumble dryer, no iron. Foam: never machine wash; wipe with a damp, well-wrung cloth and air dry completely before re-covering.

STILL NOT RIGHT?

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