

Beka Product Warranty

WARRANTY POLICY

This warranty does not affect or in any way limit your Statutory Rights.

1. Beka Bathing Tubs: 3 year warranty
2. Beka Floor and Bathing Lifts: 3 year warranty on frame and select parts and 1 year warranty on batteries.
 - This guarantee does not apply to failure attributable to normal wear and tear, damage by natural forces, user neglect or misuse, or to deliberate destruction.
 - This guarantee shall be void if the equipment is not serviced by an authorized Beka service technician.
 - The liability of Handicare and Beka under the terms of this guarantee shall be limited to the replacement of defective parts and in no event shall Handicare or Beka incur liability for any consequential or unforeseeable losses.
 - The cost of labor is not included in the warranty.
3. Beka Slings: 1 year warranty on manufacture defect
 - If a sling is deemed defective from user abuse it will not be covered under warranty.
 - If a sling is returned for refund or was ordered incorrectly but has been opened, Handicare will not accept it back for a refund.

WARRANTY PROCEDURE

- If the product has any issues, please contact customer service to determine if return or warranty part is required. An RMA for return of the product will be provided if necessary.
- Upon receipt of the product, Handicare will determine at its discretion whether to replace/repair under warranty or at the cost of the dealer. If it is not covered under warranty, a quote for the repair will be provided.
- The freight cost for the return of goods to Handicare under warranty will be paid for by the customer, while the freight cost of warranty replacement items to the customer will be paid by Handicare.
- Handicare will invoice customers the full amount for the warranty replacement part. Once the defective part is returned to Handicare using the RMA number given within 30 days, a full credit will be issued. In the event you need more time to send back the part, you must contact customer service and get written approval.
- If the product falls outside the warranty period, then it is no longer covered under warranty. Customers can return the product for a REPAIR QUOTE or a REPLACEMENT at their cost.
- All returns must be shipped to the address specified by the Handicare representative issuing the RMA.
- Your RMA number must be clearly marked on the outside of the package.