

# Handicare Stairlift Limited Lifetime Warranty

## WARRANTY POLICY

Indoor Stair Lifts: Handicare warrants to the original purchaser of a Handicare 950, 950+, 1000, 1100, Xclusive, FreeCurve, and 2000 (excluding outdoor units) that the lift is free from defects in material and workmanship for a period of two years from date of purchase. In addition, Handicare warrants to the original purchaser that the motor and gearbox will be free from defects in material and workmanship for the lifetime of the product, which is 10 years (excluding outdoor stairlifts). This warranty is not transferrable. The warranty only covers the original purchaser of the stairlift from one of Handicare's certified dealers.

Outdoor units: Handicare warrants to the original purchaser that the lift is free from defects in material and workmanship for a period of two years from date of purchase. In addition, Handicare warrants to the original purchaser that the motor and gearbox will be free from defects in material and workmanship for five years from date of purchase. This warranty is not transferrable. The warranty only covers the original purchaser of the stairlift from one of Handicare's certified dealers.

Replacement parts: Parts will be warranted for ninety days.

This warranty pertains to parts only and does not cover labor, travel or other services. This warranty does not cover damage or failure caused by misuse, abuse, damage, normal wear and tear, unauthorized modification to the product or shipping damage. All installation, maintenance and service work must be carried out by an authorized Handicare dealer or agent. The liability of Handicare under the terms of this guarantee shall be limited to the replacement of defective parts and in no event shall Handicare incur liability for any consequential or unforeseeable losses.

## WARRANTY PROCEDURE

1. If there is a warranty issue, please contact Customer Service to determine if a return or warranted part is required. Handicare reserves the right to request proof of installation or sale. A return merchandise authorization (RMA) for return of the product must be issued before Handicare can evaluate a warranty item.
2. Upon receipt of the product, Handicare will either replace or repair under warranty if it is determined that the failure is not attributed to normal wear and tear, damage by natural forces, user neglect, misuse, damage in-transit or deliberate destruction.
3. 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
4. Handicare will invoice Dealers/Customers the full amount for the warranted replacement part. The defective part or unit must be returned within 15 days. Handicare will evaluate the warranty return within 15 days to determine if full credit will be given against the invoice.
5. Freight cost for the return of goods to Handicare under warranty will be paid for by Handicare. Any regular ground freight costs of warranted items back to the Dealer/Customer will be paid for by Handicare.

Handicare offers extended warranties at the time of original purchase. Please contact Customer Service or your Account Manager for more information.

## PRODUCT RETURN RMA GUIDELINES

Only below items are required to be sent back to Handicare:

- PCBs for Ceiling Lifts
- C-Series Chargers
- P-Series Chargers
- Complete Ceiling Lifts
- Power Packs for Stair Lifts
- Complete Floor Lifts (This is likely only in exceptional cases as parts would typically be provided when a warranty issue is reported)

For all other parts not specified above (Slings, Covers, Hand Controls, Etc.), you are required to send a picture of the product/part showing the flaw or defect.

All warranty and non-warranty claims, you are required to provide the following details for us to proceed with your request:

- Serial Number (when applicable)
- Part Number
- Purchase Order Number
- Description of the Issue