

Warranty

Each Vermeiren product is covered by a 2 year limited product warranty.

For the frame or cross of a aluminium wheelchair, the warranty period is extended to 4 years.

For the frame or cross of a steel wheelchair the warranty period is extended to 5 years.

For the frame of a steel bed the warranty period is extended to 5 years.

For batteries, the warranty period is limited to 12 months (+30Ah) or 6 months (-30Ah).

Warranty is limited to initial production defects.

This excludes:

- damage due to transport;
- structural changes or other modifications to the products;
- improper handling or storage;
- insufficient or improper maintenance;
- the use of non-original parts;
- inappropriate use of cleaning agents;
- unsealed or opened components, like power modules, remote controls, connectors, motors etc.;
- removed serial or lot number (SN or LOT);
- use of non-approved batteries and/or battery chargers;
- failure to follow the charging instructions;
- failure to provide the battery charger together with the device for repair;
- improper use;
- accidents;
- any use other than the intended use.

Likewise, the warranty excludes parts subject to normal wear and tear, e.g. capacity loss of batteries due to normal use, according to relevant product standards; coatings; tyres; bearings; brakes; carbon brushes; lights; upholstered parts like seats, arm pads, hand grips, etc.

Vermeiren does not accept any liability for personal injury which is caused by improper use of their products.

Furthermore, the terms and conditions are part of the general terms and conditions particular to the individual countries in which the product is sold.

For warranty service, customers should contact the Dealer from whom the product was purchased. In the event of a defect in material or workmanship, the Dealer must obtain a return authorization (RA) number from Vermeiren and the product must be shipped to Vermeiren. Vermeiren will repair or, at Vermeiren's option, replace any product covered by the warranty. This warranty does not include any labour or shipping charges incurred in replacement or repair of the product.

In no event shall Vermeiren be liable for any direct, indirect, incidental or consequential damages resulting from any defect in this product. Replacement parts are subject to a warranty period equal to the remaining period of the original warranty and only in the event that the part is replaced according to Vermeiren's requirements.

The warranty will be void if the product has been used improperly or if it has been repaired or any part replaced by persons other than Vermeiren or an authorized Dealer. The addition of equipment or features that are not manufactured or recommended by Vermeiren could affect the intended function of the Vermeiren product. The use or installation of non-Vermeiren issued equipment may invalidate the warranty. For original Vermeiren parts for which the customer has been invoiced, a warranty period of 12 months applies.