
Limited Lifetime Warranty

Convaid warrants to the original retail purchaser of the Convaid product, that if any part thereof proves functionally defective in material or workmanship within the specified warranty period, such defective part will be repaired or replaced (at Convaid's discretion) free of charge. Warranty service may be performed by an authorized service center or (at Convaid's discretion) the factory.

Warranty Period

Frame & X-Braces.....	Lifetime of original retail buyer (except on Metros & C2000)
Other components.....	One year
Fabric & webbing.....	One year
Planar seat & back.....	Five years for hardware, 18 months for all other components
Metro Frame & X-Braces.....	Five years
Sensiform cushion.....	Two years

This warranty does not cover normal wear and tear or damage caused by accident or misuse.

To exercise this limited warranty, the user should first obtain a Return Authorization Number from Convaid's customer service. The product must be delivered charges pre-paid (UPS recommended) to the factory or to an authorized service center, together with a copy of the original invoice, the Return Authorization Number and a written description of the problem.

THIS LIMITED WARRANTY EXCLUDES ANY CLAIM FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ANY IMPLIED WARRANTY APPLICABLE IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF.

This warranty gives you specific legal rights and you may have other rights that vary from state to state. Warranty applicable in USA only, may vary in other countries.

FAST FACTORY SERVICE: If being without your chair creates a hardship, you may wish to take advantage of our Fast Factory Service, whether under warranty or not.

WARRANTY REPAIR: Simply send your chair to Convaid by UPS Next Day Air (prepaid). It will be fixed and shipped out within 48 hours by UPS Next Day Air at our expense.

NON-WARRANTY REPAIR: The time to repair and ship back to you will be extended by the length of time it takes us to reach you for approval of estimated repair costs.

