

Handicare Product Warranty

WARRANTY CLAIMS

In addition to the warranty policy stated in every User Manual, Handicare is communicating the following requirements to submit a warranty claim.

1. Handicare guarantees all equipment, which includes Ceiling Lifts, Floor Lifts, Bathroom Safety, Slings, Service Parts and Track and accessories, supplied as new, against failure within the period of 1 year from date of installation or 18 months from date of manufacturing, whichever is shorter, by virtue of defects in material or workmanship.
2. Handicare guarantees all refurbished equipment supplied against failure within a period of three months from date of installation or six months from date of purchase whichever is shorter.
3. 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, or to batteries more than 90 days after original purchase.
4. This guarantee shall be void if the equipment is not serviced by Handicare or its authorized service agents in accordance with the manufacturer's recommendations or if any unauthorized person carries out works on the equipment.
5. 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 are warranty issues within 1 year from the date of installation or 18 months from date of manufacturing whichever is shorter, please contact Customer Service at 866-891-6502 to determine if a return or warranted part is required. Handicare reserves the right to request proof of installation or sale. A return material 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 as long as 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. If Handicare deems the repair is not covered by warranty, Handicare will provide a repair quote based on regular dealer pricing.
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 Technical Services will evaluate the warranty return within 15 days and notify the dealer 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 the Dealer/Customer. Handicare will pay standard ground freight costs to ship warranted items back to the Dealer/Customer.

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