11.0 Warranty

THIS GUARANTEE DOES NOT AFFECT YOUR LEGAL RIGHTS IN ANY WAY.

Sunrise Medical* provides a guarantee, as set out in the warranty conditions, for wheelchairs to its customers covering the following.

Warranty conditions:

1. Should a part or parts of the wheelchair require repair or replacement as a result of a manufacturing and/or material fault within 24 months or for frame and cross-braces within 5 years after delivery to the customer, then the affected part or parts will be repaired or replaced free of charge. The warranty will only cover manufacturing defects

2. To enforce the warranty, please contact the supplier of your wheelchair – e.g. the Sunrise Medical Approved dealership or Healthcare provider with the exact details of the nature of the difficulty. Should you be using the wheelchair outside the area covered by the Sunrise Medical customer service agent, repairs or replacement will be carried out by another agency as designated by the manufacturer The wheelchair must be repaired by a Sunrise Medical designated Customer Service agent, (dealer).

3. For parts, which have been repaired or exchanged within the scope of this warranty, we provide a warranty in accordance with these warranty conditions for the remaining warranty period for the wheelchair in accordance with point 1).

4. For original spare parts which have been fitted at the customer's expense, these will have a 12 months guarantee, (following the fitting), in accordance with these warranty conditions.

5. Claims from this warranty shall not arise, if a repair or replacement of a wheelchair or a part is required for the following reasons:

    a. Normal wear and tear, which include batteries, armrest pads, upholstery, tyres, brakes shoes, etc.
    b. Any overloading of the product, please check the EC label for maximum user weight.
    c. The product or part has not been maintained or serviced in accordance with the manufacturer's recommendations as shown in the user instructions and/or the service instructions.
    d. Accessories have been used which are not specified as original accessories.
    e. The wheelchair or part having been damaged by neglect, accident or improper use.
    f. Changes/modifications have been made to the wheelchair or parts, which deviate from the manufacturer's specifications.
    g. Repairs have been carried out, before our Customer Service has been informed of the circumstances.

6. This guarantee is subject to the law of the country in which the product was purchased from Sunrise Medical*

* Means the Sunrise Medical facility from which the product was purchased.

Additional Notes For Australia Only:

i. For goods provided by Sunrise medical Pty Ltd in Australia, our goods come with a guarantee by Sunrise Medical that cannot be excluded under Australian Consumer Law.
ii. You are entitled to a replacement or refund for a major failure and for compensation for any foreseeable loss or damage.
iii. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
iv. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the goods to which the warranty relates.