

## **DELUXE BED BACKREST WARRANTY STATEMENT**

### **Warranty**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. 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 fault.

The provision of this warranty shall not apply to any product that has been subject to abuse, misuse, neglect or accident. Nor does the warranty apply to any product that has within the warranty period been used for a purpose for which the product has not been designed or which has been repaired or altered in such was as to adversely affect its performance and reliability. Service by an unauthorised source may void the warranty.

### **Warranty Period**

Deluxe Bed Backrest warranty period is strictly three (3) years for frame welding, two (2) years for frame construction, one (1) year for actuator, one (1) year for hand controller, power supply and mechanical components. The fabric cover and pillow supplied with the bed backrest are not covered by this warranty.

### **Genuine parts protect investments**

When repairs are needed, using genuine spare parts can help prevent further problems from developing, allowing hospitals to gain the most value from their original investment.

### **What are Deluxe Bed Backrest genuine spare parts?**

- Parts supplied by Deluxe Bed Backrest which are specifically designed for Deluxe Bed Backrest products;
- Spare parts that have been tested and verified for safe use on our products; and
- Warranted by Deluxe Bed Backrest with a guarantee.

### **Why should I use Deluxe Bed Backrest spare parts?**

- Genuine Deluxe Bed Backrest spare parts are specific to your model of product with superior quality at competitive prices;
- By using Deluxe Bed Backrest genuine spare parts, you can be assured that your products will be repaired with the same quality as the day it was manufactured; and
- Deluxe Bed Backrest offers a genuine spare parts warranty.

Using spare parts from other manufactures may affect your products' warranty and could cause an increased risk of failure.

Faulty spare parts shall be returned to Deluxe Bed Backrest at customer expenses. The replacement part will be replaced only if the returned part is found to be faulty.

Deluxe Bed Backrest spare parts are easily replaced and our warranty do not cover labour charges.

The warranty period commences on the day of actual delivery to the primary purchaser as reflected by your authorised reseller or distributors invoice provided to you.

### **Terms and Conditions for Warranty Claims**

The following procedure must be strictly adhered to before a Warranty Claim can be considered:

1. Provide a written statement detailing of how fault was discovered together with details of how product was handled by user/s. Written statement must be accompanied by satisfactory proof of purchase and photographic evidence.
2. Deluxe Bed Backrest will determine whether there is a defect, and if so, Deluxe Bed Backrest shall agree to at its discretion to repair, replace or supply equivalent goods.
3. If Deluxe Bed Backrest determines that there is a fault, Deluxe Bed Backrest will be responsible for the freight charges associated with the delivery and return of goods or replacement goods and parts.
4. If Deluxe Bed Backrest determines that the goods that the damage was caused by goods being mishandled, negligence and Deluxe Bed Backrest requests that the goods be returned, the purchaser will be responsible for freight charges associated with the delivery and return of the goods or replacement goods and parts.

### **Warranty Exclusions:**

This warranty does not extend to damage caused by normal wear and tear, misuse or abuse, failure to properly clean and improper cleaning of the product. Damage caused by transportation, improper installations as per instructions and use of non-authorised/non-standard part repair or work carried out by unauthorised representatives.

This warranty does not cover products sold at auction or second hand sale. If the product you are using has been rented or leased to you and you consider a claim might be made under this warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.

No liability whether expressed or implied or of any nature whatsoever is accepted by Deluxe Bed Backrest for any consequential loss, damage or injury arising from as result of the fault of the product unless applicable by any Act or legislation and the extent permitted by law.