

# Our warranty Terms & conditions



**With recent changes to the warranty on Invacare mobility scooters to 5yrs (from 1 Oct 2021), we thought that it would be a good idea to outline the warranty terms and conditions.**

To alleviate doubt, this warranty begins from the date of purchase by the user of the product.

- i. Excluded from the warranty are batteries, chargers, colour shrouds and accessories. These items retain the standard 1yr warranty.
- ii. To be eligible for cover, scooters must be serviced annually by an approved Invacare dealer or service representative, as described in the scooter User Manual. This service is at the owner's expense and is between the Dealer and the Owner (user of the product).
- iii. The warranty covers failure of Goods due to defects in material and workmanship. Warranty does not cover repairs that are necessary due to:
  - (a) improper installation, operation, maintenance, service, repair, or storage
  - (b) overloading of weight capacity
  - (c) misuse or abuse
  - (d) transportation damage
  - (e) neglect of service
  - (f) unauthorised modification
  - (g) undue exposure to the elements
  - (h) acts of God
  - (i) general or normal wear and tear
  - (j) or causes other than a defect in material and workmanship
- iv. Evidence which demonstrates alteration or damage to Goods caused by the dealer, or their customers shall void the Goods warranty. Any planned modification of Goods must be requested in writing to Invacare Technical staff, who will advise whether such modification will void the warranty.
- v. Warranty does not cover any part classed by Invacare as "consumable" - this may include, but is not limited to, items such as motor brushes, tyres, seating upholstery, bulbs, suspension, or any item with expected performance degradation resulting from normal use, over time.
- vi. All sales of Goods to the Customer shall be subject to standard warranties as extended by Invacare. Warranty timeframes start from the purchase date of the scooter by the Owner (user of the product). As long as the Dealer possesses the goods, either for stock, demonstration, trial or warranty credit, the said Dealer bears the responsibility for the conditions affecting the warranty.
- vii. Goods warranties are limited to the supply of Goods or parts only. For Goods that the dealer has sold, the cost of the dealer's labour and travel time involved in service or repair shall be borne by the dealer. Warranties are supplied on a "return to base" basis. Dealers (or their customers) are responsible for freight costs, damages related to the loss of use, loss of profits and related labour and travel charges.
- viii. Warranty work for Goods sold directly by Invacare, will be allocated to a designated service agent for completion, via an authorized Invacare purchase order number. Replacement parts will be supplied by Invacare, and the dealer or service agent will be reimbursed for the labour and travel component, where the dealer is acting as an authorized service agent on behalf of Invacare. It is mandatory that a warranty service report be raised for all technical work carried out by dealers. Alternatively, faulty Goods can be returned to Invacare for inspection, to determine whether the Goods shall be replaced or repaired.
- ix. Invacare shall be responsible for the freight costs payable to return replaced or repaired Goods to the dealer. Invacare will also make available any relevant Goods service and parts manuals where necessary. Invacare will aim to conduct regular Goods and service training where applicable.
- x. Warranty claims by dealers shall be made by contacting Invacare Customer Services and submitting to Invacare the Goods details including serial number, purchase date (both when the dealer purchased the scooter as well as proof of when the end user purchased), relevant purchase order number and full customer contact details. Goods that cannot be identified with a label or serial number may not be covered by warranty. It is advised that the dealer and customer complete the warranty registration at the time of purchase, to ensure these details are recorded.
- xi. All warranty replacement Goods or parts will be sent against an invoice which is payable to Invacare. To have this invoice credited, the dealer must return the faulty goods or parts which have been replaced, within 30 days of invoice.
- xii. Invacare is obliged to repair or replace defective part(s) which meet the warranty conditions, and this may not include the replacement of the complete Goods.

All other standard Invacare terms and conditions apply. See overleaf.