

WARRANTY POLICY

Tendercare will repair or replace, free of charge, any parts or part found to be faulty due to manufacturing defects. Please kindly refer to your product user manual for product-specific warranty information including the warranty period for each item.

However, please note:

- 1.** Tendercare Limited will not repair or replace free of charge any part or parts found to be defective due to abuse, misuse or lack of correct maintenance.
- 2.** The warranty does not cover accidental damage and does not extend to nondurable parts, which are subject to normal wear and tear and therefore need periodic replacement.
- 3.** Failure to maintain a device in accordance with the instructions may invalidate the device's warranty. It is recommended that comprehensive records are kept detailing all the maintenance and repairs undertaken during the lifetime of the product. Failure to maintain a device may compromise the clinical condition or safety of users and/or their caregivers.
- 4.** The warranty does not cover any damage caused by modifications undertaken by anyone other than Tendercare Ltd.
- 5.** Equipment for warranty claims should be returned in a strong carton that is of sufficient quality to ensure damage to the product does not occur during transit. Tendercare will take no responsibility for any damage incurred due insufficient or incorrect packaging. There may be a charge for collection.
Contact Tendercare Customer Service Department on 01903 726161.