



## Warranty Terms and Conditions

# Mobility Scooters & Power Chairs

### Section 1: Equipment Use

The customer is deemed to have received the equipment in good working condition on signing of Delivery Order or Warranty Agreement (whichever is applicable).

The customer shall operate the equipment according to the operating instructions provided by the manufacturer.

The customer will not use or operate the equipment in any illegal manner or for any illegal purpose nor in violation of any law ordinance or regulation.

### Section 2: Warranty Coverage

The product is entitled to the below-listed warranty coverage against manufacturing defects from the date of purchase, with the original invoice/receipt as proof of purchase.

- 1-year warranty on motor, electronics, metal frame, and gearbox/transaxle.
- 6-month warranty on batteries.

In order for a battery warranty to be valid, its capacity must fall below 60% of its rated capacity within 6 months of purchase. The company must be allowed to inspect and test the battery before the battery will be replaced.

If a product has been repaired or replaced under warranty, only the remaining unused portion of the original product's warranty shall apply.



Warranty **does not cover** wear and tear, including but not limited to:

- Seat upholstery and cushions
- Armpads
- Tyres
- Paintwork
- Rust on metal parts
- Handgrips (scooters only)
- Baskets (scooters only)
- Plastic covers
- Accessories

An increase in operating noise from the transaxle/gearbox **does not constitute** a failure. With wear and tear, an increase in operational noise is to be expected. Warranty **does not apply** in such situations.

Warranty will be **voided** in the following conditions:

- The product has been modified without prior approval from the company.
- Break down is caused by accident, exposure to heavy rain, or improper use of the equipment.
- Batteries have not been charged according to manufacturer's instructions.

### **Section 3: Post-Warranty Repairs**

In the event that the equipment or battery breaks down after the warranty period, the company will perform a diagnosis to identify the malfunction, whereby a diagnosis fee is applicable.

If an on-site service is required, a transport fee is chargeable to the customer. If the equipment is required to be collected back for repair and redelivered to the customer, additional transport fee is chargeable to the customer.

The company will provide a quotation to the customer for any necessary repairs. Repair works will only be performed upon acceptance of the quotation by the customer.



#### **Section 4: Limitation of Liability and Indemnity**

In no event will the company be liable to the customer for any incident, direct, or consequential damages however caused, whether by appropriate use of equipment or otherwise.

The customer agrees to protect, indemnify, and hold harmless the company from and against all claims, damages, and costs including legal expenses arising out of the customer's use of this equipment.