



Warranty Terms and Conditions

Bion Pressure Relief Mattresses

Models: V2.5 | V4.5

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** off-site warranty on manufacturing defects of pump and mattress leakage.

This warranty **does not** cover damages or defects arising from accident, misuse, mishandling, improper installation, usage of wrong electrical supply/voltage, any manner of tampering, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest, and consequential damages.

This warranty **does not** cover normal wear and tear.

This warranty shall be null and void in the event that the serial number/batch number on the product has been altered or removed.

Transport charge is applicable for on-site repair/servicing within or after the warranty period.

For repairs/servicing works after the warranty period, the company will provide a quotation to the customer for the necessary jobs. Repair works will only be performed upon acceptance of the quotation by the customer.