

General warranty for: Convaid Paediatric products

Valid for all countries (US and Canada excluded).

Etac offers a 2-year warranty against defects in workmanship and materials and a 5- year warranty on breakage of the metal frame caused by defects in welds. The warranty would be adversely affected if the customer's responsibility of servicing and/or maintenance is not carried out according to the guidelines and intervals prescribed by the supplier and/or stated in the User Guide. For further information, we refer to our website etac.com.

The warranty is only granted in the country where the product was purchased and if the product can be identified by the serial/lot number. The warranty does not cover accidental damage, including damage caused by misuse or neglect. The warranty does not extend to consumable items e.g. tires or upholstery, which are subject to normal wear and tear and need periodic replacement.

The warranty is null and void if other than original parts/accessories are used, or if the product has not been maintained, repaired or altered according to the guidelines and intervals prescribed by the supplier and/or stated in the User Guide. ETAC reserves the right to inspect the product being claimed for and the relevant documentation before agreeing to the warranty claim, and to decide upon whether to replace or repair the defective product. It is the customer's responsibility to return the item being claimed for under warranty to the address of purchase.