

General warranty for: Star Pressure care products

- 1) We offer a 2-year warranty against defects in workmanship and materials of our products.
- 2) We offer a 1-year warranty against defects in workmanship and materials of the cushion exterior cover.

The warranty is valid from the date a product was delivered from Etac group.

The warranty would be adversely affected if the customer's responsibility of servicing and/or daily maintenance is not carried out according to the guidelines prescribed by the supplier and/or stated in the "Instruction for Use" or "Service information and procedures for delivery and inspection".

The warranty can only be sustained if the product can be identified by the serial number.

The warranty does not cover defects due to the improper handling, wrong installation, and accidental damage, including damage caused by accident, misuse or neglect and daily wear and tear, or damage that is a result of disregarding the specific directions contained in the instruction/user manual.

The warranty is null and void if non-original STAR parts/accessories are used, or if the product is repaired or altered by anyone other than an authorized Etac representative or by trained personnel officially recognized by Etac for repair of STAR products.

Etac reserves the right to inspect the product being claimed for and the relevant documentation before agreeing to the warranty claim, and the defective product shall if needed be returned clean/washed fully insured with freight prepaid to the address of purchase or an authorized STAR distributor within the prescribed warranty period. It is the customer's responsibility to return the item being claimed for under warranty to the address of purchase.

Proof of purchase shall be included together with a Complaint report (can be send per mail). The product shall be inspected by Etac /STAR who shall determine whether the product is defective and this warranty applicable.

Etac's sole liability extends to repair or replacement of the defective product or component as described above.

The warranty is in lieu of all other warranties expressed, implied or statutory whether written or oral. Other than expressly stated in this warranty, no term, condition or warranty (whether express or implied) as to the nature, quality or fitness of the Etac products for any purpose or their conformity with any sample shall be part of any contract between Etac and the customer. Etac has not given any warranty that the Etac products are fit for a particular purpose or will achieve any particular performance criteria.

For the avoidance of doubt, in no event shall Etac be liable for any indirect, special, incidental or consequential damages (including loss of profits) resulting from Etac's performance or any third party's purchase, use, possession or disposal of the Etac products provided under this warranty.