

| PRODUCTS | WARRANTY PERIOD |
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| Permobil M3 Corpus, F3 Corpus, M300 Corpus HD, K300 Ps Jr, M300 Ps Jr, M1 | 1 year limited |
| Permobil M5 Corpus, F5 Corpus, F5 Corpus VS, X850 Corpus 3G, K450 MX, Koala | 2 years limited |
| Explorer Mini | 6 months limited |
| Permobil Parts | 3 months |
| Batteries on-chair | 1 year limited |
| Batteries off-chair | 3 months |
| mo-Vis | 2 years |
| TiLite ZR Series 2, ZRA Series 2, TR3, TRA, 2GX Titanium Frames | 7 years limited |
| TiLite Aero Z, Aero T, Aero X, Twist, Pilot Aluminium Frames | 5 years limited |
| TiLite Parts and Accessories | 12 months limited |
| ROHO Single Valve cushion, Dual Valve cushion, Commode cushion, Packit, Neoprene Dry Floatation mattress section, Heel Pad, Hybrid Elite, Nexus Spirit, Agility Back Support | 2 years limited |
| ROHO Quadtro Select cushion, Contour Select cushion | 3 years limited |
| ROHO Sofflex mattress, Prodigy mattress, Mosaic cushion, Harmony cushion, LTV cushion, Adaptor pad, AirLITE cushion | 1 year limited |
| ROHO cushion covers | 6 months |
| Comfort Company cushions and backs | 12 months limited |
| Comfort Company cushion and back covers | 6 months limited |
| BodiLink accessories | Lifetime |
| SmartDrive – materials and workmanship | 2 years limited |
| E2 PushTracker smart watch | 1 year |
| Rolapal - Dreamline, Splash, Snooza | 18 months |
| Bodypoint full product range | 1 year limited |
| Freewheel wheelchair attachment | 1 year limited |
| Spinergy | 1 year |

Permobil Australia Pty Limited. (“Permobil”) warrants the above-listed Permobil products to be free from defects in material and workmanship, for the period listed next to the relevant product, under proper use, care and service according to the user’s manual and instructions accompanying the product, with the following specific exception: any supplied batteries are covered by a separate warranty provided by the battery manufacturer; The batteries are not warranted by Permobil. The express warranty set forth herein (“the Warranty”) is subject to all terms set forth herein below.

COMMENCEMENT OF WARRANTY PERIOD

The Warranty shall begin on the date the product is first delivered to the customer, or forty (40) days from the date the product is shipped to the Dealer by Permobil, whichever comes first.

REPAIR OR REPLACEMENT

For warranty service, customers should contact the authorised Dealer from whom the product was purchased. In the event of a defect in material or workmanship, the Dealer must obtain a return authorisation (RGA) number from Permobil and the product must be shipped to a service centre designated by Permobil. Permobil will repair or, at Permobil’s option, replace any product covered by the Warranty, subject to the terms set forth herein.

The liability of Permobil for a breach of a consumer guarantee or any warranty made under these Warranty terms for any products not of a kind ordinarily acquired for personal, domestic or household use is limited, to the extent permissible by law and at the option of Permobil in relation to the products supplied, to:

- a) the replacement of the product or the supply of an equivalent product;
- b) the repair of the product;
- c) the payment of the cost of replacing the product or of acquiring an equivalent product; or

d) the payment of the costs of having the product repaired.

If you do not receive satisfactory warranty service, please contact Permobil Australia (Phone: 1300 845 483, Email: info.au@permobil.com). Do not return products to Permobil without Permobil’s prior written consent. Returns must be shipped with freight pre-paid. Permobil recommends that you insure the product for its full replacement cost when shipping. You will bear all the expenses of claiming the warranty. If your claim is successful then you may claim back any out of pocket expenses incurred.

If the product or part (as the case may be) is repaired or replaced during the Warranty Period, this Warranty remains based on the original date of purchase.

The benefits given to you in this Warranty are in addition to any other rights or remedies under a law in relation to the product to which the Warranty applies.

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

DISCLAIMER AND LIMITATIONS OF REMEDIES

Subject to the Australian Consumer Law and any other applicable law, the Warranty is made in lieu of and supersedes all other warranties of merchantability or fitness of purpose.

The Warranty covers parts only. Labour, service calls, shipping costs and other charges incurred for the repair of the product are not included in the Warranty, unless specifically authorised by Permobil.

The Warranty is effective only if the product is purchased from an authorised Permobil Dealer. The Warranty is available only to the initial purchaser of the product from an authorised Permobil Dealer.



To the extent permitted by law, parts subject to “normal wear and tear”, including but not limited to cushions, pads, upholstery, tyres and tubes, brake pads, fuses, bulbs, and grips, are not covered in the Warranty except as it applies to defects in material or construction of those parts.

The Warranty will be void if the original Permobil serial number tag on the product has been removed, altered or defaced. To the extent permitted by law, in no event shall Permobil be liable for any direct, indirect, incidental or consequential damages resulting from any defect in this product. These include but are not limited to any damages in the form of lost profits, loss of use, attorneys’ fees, economic loss, personal injuries, or any other damages caused by circumstances beyond the control of Permobil. In no event shall damages for breach of any warranty exceed the original cost of the product.

The use or installation of non-Permobil issued equipment or parts, or, to the extent permitted by law, the repair or replacement of parts by anyone other than an authorised Permobil Dealer, may void the Warranty.

The Warranty is contingent upon the proper use, maintenance and care of the product. The Warranty will be void if the product has been used in a manner contradictory or in violation of the terms of the user’s manual, warnings or instructions accompanying the product, including but not limited to exceeding the maximum weight limit of the product, or using the product with tie downs or locking, clamping, or other restraint systems.

To the extent permitted by law, the Warranty may also be void if the product has been repaired or any part replaced by persons other than Permobil or an authorised Permobil Dealer. The addition of equipment or features to the product that are not manufactured or recommended by Permobil could affect the intended function of the Permobil product, and therefore will void the Warranty.

Permobil cannot guarantee the continued performance or safety of the product if it is subject to acts of God or nature, including but not limited to terrorist activities, war, labour disputes, water, floods, wind, tsunamis, cyclones,

tornados, earthquake or fire, or involved in automobile accidents or extraordinary impact events, such as dropping or crushing. Such extraordinary events to products covered by this Warranty may create considerable damage that may be imperceptible to an inspection. Any damages caused by these types of events are not covered by the Warranty.

AMENDMENTS

No person is authorised to alter, extend or waive the Warranty of Permobil. An original document, countersigned by the party or parties who wish to make the alteration, extension or waiver of the Warranty, must be received by Permobil before any such amendment will be considered. The Warranty shall be extended as necessary to comply with state and federal laws.

WARRANTY SUMMARY

Permobil Australia Pty Ltd.

Phone: 1300 845 483
Email: info.au@permobil.com
www.permobil.com/en-au

Permobil Australia Pty Ltd
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