



Fysiotech warranty terms

Thank you for choosing our product that complies with strict technical and quality requirements. To ensure an impeccable quality of our product, we provide it with a warranty under the following conditions, covering the product's possible material defects and production errors if such will occur. The warranty is based on the product's manufacturer's voluntary obligations assumed before the product's initial buyer.

These warranty terms include products manufactured by Fysiotech OÜ.

Warranty period

For the product's steel frame structures: 5 years

For the product's other components and structures: 2 years

For the product's motors, motor accessories (wires, switches) and gas springs: 1 year

The warranty does not apply to upholstered parts and does not apply to defects caused by incorrect or careless use.

The warranty starts from the date of delivering the product to the customer. Warranty claims must be presented to our maintenance unit immediately after discovering the product's defect.

Possible transport damage must be communicated to the transport company and the supplier within 2 days after receiving the product.

Scope and payment of warranty benefits

Unless agreed otherwise, the warranty covers, according to the valid warranty period's terms, possible material defects and production errors occurring on the product. The warranty does not cover defects caused by ignoring the product's usage, maintenance or other requirements. The warranty covers only the restoration of the product's qualities and conditions that existed for the original product before the defect became apparent. For this, it is sufficient if the specific product complies again with the valid test requirements stemming from the original product's technical specification.

Within the warranty terms stated above and in more detail below, technical maintenance during the warranty period is performed at our discretion as repairs or replacement of the product. In case of material defects or production errors, the warranty covers the components that are new or equivalent to new. If the product cannot be repaired then it is replaced by a similar or functionally equivalent product. In any case, the warranty benefit's amount is limited to the defective product's value.

Actions in case of a warranty situation

The customer informs the Maintenance Department about a defective device by telephone or in writing to e-mail, adding the following data to their message:

- Name, address, zip code and telephone number to contact the customer.



- The product's name (on product stickers) and serial number (on marking plate).
- Other possible special characteristics of the device.

Descriptions of the problem

Our on-phone customer service attendants will help you identify the device's faults and incorrect functioning. In many cases they will be able to provide instructions for eliminating the fault over the telephone. If the fault cannot be eliminated by following the instructions received from the maintenance specialist over the phone then the following options for getting the device repaired are explained to the customer:

A) A spare part will be sent to the customer who will then install that element instead of the faulty one. The costs of replacing (mechanic and spare part delivery cost) the component will be covered by the customer. The defective parts removed from a product as an action covered by warranty belong to Fysiotech and the customer has to retain them if necessary. If those components cannot be sent back to Fysiotech upon the relevant request, Fysiotech will have the right to issue the customer an invoice for the cost of the components. The remaining warranty period of the product will be valid for the original parts installed on the product under warranty.

B) The customer will send the product for repairs to Fysiotech premises at Halli street 10, Viimsi Parish 74001, Estonia. The product's transport and insurance will be the customer's responsibility and the relevant costs will be covered by the customer. If the repair is covered by warranty, the costs of the relevant materials, spare parts and repairs will be paid by Fysiotech.

C) The customer will invite Fysiotech mechanic to their place to repair the product. The costs of replacing (mechanic- and delivery fee) the component will be covered by the customer. If the repair is covered by warranty, the costs of the relevant materials, spare parts and repairs will be paid by Fysiotech.

The warranty does not cover

Insignificant defects or deviations in the product's structure which do not hinder the device's usage:

- 1) Wearable parts e.g. the cushioning or steel cables, other than structural defects.
- 2) Operating accessories.

The warranty also does not cover the troubleshooting and repairs of faults caused by the following:

- The customer or a third party has used the device in a manner differing from the usage instructions (e.g. the hand control is broken, wooden elements, cables or plugs are damaged, etc.).
- Force majeure (fire, lightning, flood, hurricane, etc.).
- Soiling or dents.



- Extraordinary environmental influences (overvoltage, magnetic fields, etc.).

The warranty will become void

If elements or components are installed to our product or our product is used together with elements of components that the manufacturer has not permitted to be used with that device. If technical maintenance or repair works have been performed by someone other than a specialist authorised by us or if the device's structure has been changed in ways not accepted by the manufacturer or if those actions have probably caused faults or product damage.

If the product has been cleaned with something other than the cleaning agents named in the usage manual or if the product has been in direct contact with substances not permitted to be used when handling the product.