



## **EVO AUSTRALIA WARRANTY STATEMENT**

### **Warranty**

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 fault.

The provision of this warranty shall not apply to any product that has been subject to abuse, misuse, neglect or accident. Nor does the warranty apply to any product that has within the warranty period been used for a purpose for which the product has not been designed or which has been repaired or altered in such a way as to adversely affect its performance and reliability. Service by an unauthorised source may void the warranty.

### **Warranty Period**

For EVO Australia Overbed Table Series, the warranty period is strictly twelve (12) months for framework, table top and castor warranty and twenty-four months (24) for the gas mechanism warranty. The warranty period commences on the day of actual delivery to the primary purchaser as reflected by your authorised reseller or distributors invoice provided to you.

### **How to make a claim:**

This warranty service is only limited in Australia and the following procedures must be met.

1. Contact EVO Australia or the retailer where you purchased the products. You must provide a written statement and satisfactory proof of purchase.
2. EVO Australia will determine whether there is a defect, and if so, EVO Australia agrees to at its discretion to repair, replace or supply equivalent goods.
3. If EVO Australia requests that the goods be returned, the consumer will be responsible for freight charges associated with the delivery and return of the goods or replacement goods and parts.

### **Warranty Exclusions:**

This warranty does not extend to damage caused by normal wear and tear, misuse or abuse, failure to properly clean and improper cleaning of the product. Damage caused by

transportation, improper installations as per instructions and use of non-authorized/non-standard part, repair or work carried out by unauthorized representatives.

This warranty does not cover products sold at auction or second hand sale. If the product you are using has been rented or leased to you and you consider a claim might be made under this warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.

No liability whether expressed or implied or of any nature whatsoever is accepted by EVO Australia for any consequential loss, damage or injury arising from as result of the fault of the product unless applicable by any Act or legislation and the extent permitted by law.

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