

# WARRANTY CARD

## GUARANTOR

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## SERVICE

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## WARRANTY TABLE

|                          |                            |
|--------------------------|----------------------------|
| DATE OF SALE / PURCHASE  | STAMP OF THE POINT OF SALE |
| PRODUCT CATALOGUE NUMBER |                            |

The warranty table should be completely filled in. The warranty chart and proof of purchase must be retained for claim purposes.



## SERVICE TABLE

|                         |               |
|-------------------------|---------------|
| DATE OF EXECUTION       | SERVICE STAMP |
| SERVICE PROTOCOL NUMBER |               |

|                         |               |
|-------------------------|---------------|
| DATE OF EXECUTION       | SERVICE STAMP |
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|                         |               |
|-------------------------|---------------|
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| SERVICE PROTOCOL NUMBER |               |

## COMPLAINTS PROCEDURE

1. The product must be claimed in person at the point of sale, providing the claimed product, proof of purchase and the warranty card.

2. A representative of the point of sale contacts Timago by phone or e-mail to register the service order. Timago may require photo documentation of the revealed defect before collecting the claimed product.

3. Collection of the claimed product is carried out by a forwarding company representing Timago, at a date agreed with a representative of the point of sale. The returned product must be sent back in an unsoiled condition and protected with a suitable protective packaging (original or replacement).

4. A decision regarding repair or replacement of the claimed product shall be made within 14 working days from the date of delivery of the product to the Service. In special cases, the deadline may be extended.

## WARRANTY CONDITIONS

1. The standard product warranty is 24 months, unless a longer or shorter period is specified for particular components (see table below).

2. Timago provides adjusted warranty periods for specific product elements, depending on the component and product type, as detailed in the table:

| TYPE OF PRODUCT     | PRODUCT ELEMENT    | WARRANTY PERIOD |
|---------------------|--------------------|-----------------|
| WALKER              | FRAME              | 36 MONTHS       |
| ROLLATORS           | CONSTRUCTION       |                 |
| WHEELCHAIRS         | FRAME CONSTRUCTION | 60 MONTHS       |
| REHABILITATION BEDS | DRIVE AND MOTORS   |                 |
| POWER WHEELCHAIR    | BATTERIES          | 6 MONTHS        |

3. The warranty period is calculated from the date of sale/purchase of the product at the point of sale.

4. The warranty entitlement is ensured by the original purchase receipt and a duly completed warranty table included in the warranty card.

5. Product defects discovered within the warranty period will be rectified free of charge if they were present in the product at the time of sale/purchase.

6. The complaint should be reported to the point of sale immediately after the defect becomes apparent. The product should not be used during this time.

7. The representative of the point of sale should notify Timago about the complaint: by phone or e-mail, stating the type of defects found and the circumstances in which they became apparent. Before collecting the claimed product, Timago may require photo documentation of the revealed defect.

8. Notifications made incorrectly exclude Timago's liability.

9. Incorrect notifications concern:

- no warranty card;
- lack of original proof of sale/purchase;
- incorrectly filled in warranty table;
- inadequate determination of the nature of the defect or the circumstances in which it arose;
- failure to provide photo documentation - if required;
- inadequate protection of the product for collection by Timago;
- sending the product to the wrong address or without consulting Timago;
- failure to follow the complaints procedure.

10. In the event of an incorrect or unjustified complaint, Timago may charge the point of sale for the transport costs.

11. The quality warranty does not cover:

- components of the product that are subject to wear and tear in the course of normal use (e.g. abrasion, stretch and fabric wear);
- plastic, rubber and abrasive components.

12. The warranty does not cover defects caused as a result of:

- use of the product in a manner inconsistent with its intended use (e.g. improper folding, unfolding, fitting);
- inadequate maintenance of the product (e.g. inadequate cleaning, lack of lubrication of rolling and sliding parts);
- inappropriate storage of the product (e.g. in unsuitable atmospheric conditions such as humidity, negative air temperature, excessive sunlight);
- the occurrence of external causes that are not causally related to the operation of the product (e.g. mechanical damage);
- negligence during product usage (e.g. non-compliance of safety rules, use not in accordance with instructions);
- repairs, modifications, alterations or structural changes made independently;
- mechanical damage.

13. The appendix to these terms and conditions is the currently valid "General Terms and Conditions of Warranty and Post-Warranty Service" available at Timago and on the website [timago.com](http://timago.com) under "Service".