



Protac Sensory Goods Consumer Warranty

These consumer warranty terms and conditions are if you have purchased Protac Sensory goods directly from Repose for personal use, or use by your own organisation (not for commercial use, re-sale, as a distributor or through another supplier).

Warranty Length

These goods carry a two-year warranty.

Operating Instructions

For the correct usage of the goods we advise that you carefully read the relevant instructions contained in your user manual before usage. Incorrect usage **will invalidate your warranty**.

What is covered

Repose will replace or repair, at our discretion and free of charge to the original purchaser, any goods (including parts) covered by this warranty that on examination, by Repose technical staff or the original supplier, are found to be faulty in material and/or workmanship. The warranty is for, parts, labour and the return of goods in line with the **Returns Policy** below.

Important Note: You must only use the Protac balls, recommended by Repose, in the Protac sensory goods.

Warranty Exclusions

Repose will not be liable for faulty goods in the following circumstances:

- You continue to use the goods after notifying us of any fault.
- The fault arises because you failed to follow instructions as to its storage, installation, commissioning, use or maintenance.
- Fabric damage resulting from misuse, negligence, abuse, accident, or incorrect cleaning.
- Unauthorised or incorrect repairs, alterations, and modifications.
- You use balls that are not recommended by Repose in the goods.
- Damage to the goods from misuse, negligence, abuse, or accident.
- Damage caused from normal wear and tear.
- Damage caused by common carrier abuse or mishandling and any special, indirect, incidental and/or consequential damages.

Who carries out the repairs

These must be carried out by Repose or an authorised engineer appointed by them. Any attempt by any other person to repair, alter or dismantle goods **will invalidate the warranty**.



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Reporting a Fault

A fault should be notified to Repose as soon as it is noticed using the contact details given below. Do not use the goods until the fault has been fixed. When you report a fault to Repose please supply the following:

- An image and description of the fault as this will help us evaluate the situation and determine our advice to you on the next course of action (**Evaluation Information**).
- Your original purchase invoice number.
- Your unique Repose batch number.

This Repose batch number can be located on a label stuck onto the inside of the goods. Simply unzip the cover to reveal. This applies to the Sensit, Sensit High, Pouffe, GroundMe, Ball Cushion and Blanket.

On the KneedMe and MyFit the batch can be found on the inside of the goods.

Returns Policy

Before making any returns:

1. Ensure that you have provided the **Evaluation Information** as detailed in **Reporting a Fault** above.
2. **The method for returning any goods together with any associated costs has been authorised by Repose.** You will be given an authorisation number by Repose to enable any transport costs to be reimbursed.
3. Any loss or damage caused during transport by a delivery agent appointed by you to return the goods will be your responsibility.
4. Repose will take responsibility for all goods in their possession, including when they are picked up by Repose.

Repose, having given authorisation as to the delivery method, will cover the costs of return. Repose will also cover the transport costs involved in returning the goods back to you. See below for further details and exceptions.

■ Important exceptions to delivery/labour cost reimbursement:

If, on examination, the goods are found not to be faulty you will be informed and may be liable for any transport and labour costs.

■ Health requirements

Any goods returned to Repose must be cleaned/disinfected and should not pose a health hazard. Please note that it is a criminal offence to send contaminated items via the postal system or other delivery agents, including Repose. Repose retain the right to refuse any goods that are deemed to be a health hazard.



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■ Return of Sensit / Sensit High Back / Sensit Pouffe

We will usually arrange for the collection of goods that are deemed to be faulty as part of our normal delivery schedule. It will only be from the point of original delivery. Collection from any other address may incur an additional charge. Our staff will liaise with you directly to arrange any collection/delivery times.

Once we receive the faulty goods, they will be thoroughly examined and if they are deemed faulty the necessary repairs will either be carried out or a replacement will be sent to you. If, on examination, repairs are needed that fall outside the scope of the warranty you will be notified as to what is required and any associated costs. We will need you to authorise this work before commencing any repairs. This authorisation needs to be received by Repose within seven days of our notification to you. If we do not receive this, within the given time-period, we reserve the right to return the goods and make any charges for transport costs or storage.

Goods will be returned to you as part of the Repose normal delivery schedule. The schedule is planned, two weeks in advance and we will work with you to find a suitable delivery time. They will only be delivered to the original collection address. Returns to any other address may incur an additional charge.

■ Return of Ball Cushion / GroundMe / Blanket / KneedMe / MyFit

Once agreed with Repose, arrangements should be made for the return of the goods to Repose. You will need to arrange this with a delivery agent authorised by Repose (see above).

Once we receive the faulty goods, they will be thoroughly examined and if they are deemed faulty the necessary repairs will either be carried out or a replacement will be sent to you at the original collection address. Returns to any other address may incur an additional charge.

Contact and return details

The following are the contact details for all communications regarding any fault.

Telephone : 01384 567401 / Email : service@reposefurniture.com

Address : Repose Furniture, Attwood House, Cokeland Place, B64 6AN

Storage

Repose reserve the right to charge storage or return goods that have been held at Repose for unreasonable lengths of time due to a lack of instructions/information from you as to goods repair or return.

Statutory Rights

Nothing contained in these terms and conditions shall affect the statutory rights of the customer.