



## Repose Seating Goods Consumer Warranty

These consumer terms and conditions are for our standard two-year warranty and apply to you if you have purchased seating goods directly from Repose for personal use or use by your own organisation (not for commercial use, re-sale or through another supplier). If you have purchased the five-year Warranty option – click the button to access the five-year warranty.

**Important Note – These warranty terms and conditions are not applicable to the Protac Sensory Goods.** They are different and need to be read separately.

### Warranty Length

All Repose seating carries a two-year warranty on the mechanisms, electrics, frame, and upholstery with the exception of the following accessories which carry a one-year warranty in line with manufacturer recommendations:

- All air cushions which include the Airform and Dynaform.
- Accupak and 20 Cycle rechargeable battery systems.
- Heat and massage systems.
- Reading lamp.
- USB charger.
- Lap strap and harnesses.

### Operating Instructions

For the correct usage of the goods, including any additional accessories you may have purchased, we advise that you carefully read the relevant instructions contained in your user manual. Incorrect usage **will invalidate your warranty.**

### What is covered

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



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### Warranty Exclusions

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

- You continue to use the product 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.
- 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.
- Replacement of the Accupak or 20 Cycle battery systems if the battery is left to completely discharge.

### 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**.

### Reporting a fault

A fault should be notified to Repose as soon as it is noticed using the contact details given below. We would advise that the chair should not be used until such a fault has been fixed. When you report a fault 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 batch number.

The batch number and supplier details can be found on the back of the user manual or positioned internally on the chair.



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### Returns Policy

Repose will arrange for the collection of the goods that were 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 repaired the 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. It will only be delivered to the original collection point. Returns to any other addresses may incur an additional charge.

#### ■ Important exception to delivery/labour cost reimbursement

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

#### ■ Health requirements

Any goods returned to Repose must be cleaned/disinfected and should pose no 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 reserves the right to refuse any goods that are deemed to be a health hazard.

### Fault analysis / repair

Once we receive the faulty goods, they will be thoroughly examined and if they are deemed faulty the necessary repairs made. Repairs will usually be carried out within ten working days from receipt of the goods, subject to the required parts being available. Once completed Repose will contact you to arrange for their return.

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.

### Contact and return details

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

Telephone: 01384 567401 / Email: [service@reposefurniture.com](mailto:service@reposefurniture.com)

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

### Storage

Repose reserves 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.