

## 5 YEAR EXTENDED WARRANTY FOR CUSTOMERS

### Extended warranty and service package terms and conditions

Annual service must be completed for warranty to be valid - one per year, the first to be completed **within** 12 months of purchase, and subsequent services **within** 12 months of the last service. To qualify for the extended warranty coverage, the service must be completed by Better Mobility's qualified engineers, service performed elsewhere will not be reimbursed, and will make the warranty portion of this policy invalid.

The extended warranty covers repair and/or replacement for mechanical or electrical fault or component breakdown up to and including 60 months from the date of handover of your equipment. The extended warranty covers parts and labour to be completed at Better Mobility's premises, should a call out fee to an individual address or collection of the equipment be required, this will be separate and chargeable.

Exclusions include cosmetic damage, accidental damage causing a fault or break, faults due to wear and tear/normal use, faults due to excessive/unintended use, as well as costs not directly associated with the claim, such as recovery costs will not be reimbursed.

- **Normal Wear and Tear:**

Routine maintenance or damage resulting from normal wear and tear is not covered.

- **Non OEM/Aftermarket Modifications:**

Having non-original equipment manufacturer parts fitted, or parts fitted elsewhere than Better Mobility for repairs, the warranty could be void. If aftermarket modifications have been made to your product, your warranty may be voided. Please confirm with Better Mobility before undertaking any such modifications.

- **Negligence or Poor Driving:**

If damage is caused by negligence or poor driving, repairs may not be covered.

- **Failure to Follow Maintenance Schedule:**

Failing to follow the manufacturer's recommended maintenance schedule and keeping records of work done can result in warranty claims being denied. Only annual servicing completed by Better Mobility will be accepted for the validation of this extended warranty. Service and/or repairs undertaken elsewhere may void the extended warranty.