

CASE MANAGERMENTS ONLY

Lifetime Extended Warranty and Service Package (5 years)

Includes one annual service per year for 5 years, extended warranty coverage for repair and/or replacement for mechanical or electrical fault or component breakdown, and provision of hire equipment during repair.

Manual Wheelchair £1398.00 ex VAT

Manual Wheelchair with Power Add On £2198.00 ex VAT

Power Add On £1398.00 ex VAT

Power Wheelchair £2198.00 ex VAT

Extended warranty and service package terms and conditions

5 full annual services are included in the package - 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. Batteries are not covered by this warranty – they are covered by their own 12 month from new warranty coverage.

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.

The package covers work to be completed at Better Mobility's premises, should a customer wish to have their equipment collected, or have servicing or repairs completed at their address, a separate call out fee will apply depending on location.

Hire equipment may not be the same specification of the equipment being repaired under the warranty package, this may vary due to varying complexities of personalised equipment and availability. Equipment to meet the basic need requirement will be provided as standard.

- **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 of a minimum one service per year 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.