



## **VELA Warranty**

This warranty applies only to products purchased in Canada through our authorized partner Westech Health Care Ltd.

VELA A/S warrants this product to be free from any defects in material or workmanship.

The warranty only applies to the original purchase and terminates if you transfer, modify or sell the product.

### **Warranty period:**

LIFETIME (for the time you own the product)

Frame, backrest arm, armrest bars and armrest fixture

TWO (2) YEARS

Seat mechanism, gas spring or electric actuator

ONE (1) YEAR

Others, except high-wear items including, but not limited to, castors, textiles and batteries

### **Exclusions:**

This warranty does not:

- 1) apply to the normal wear and tear of the product
- 2) apply to high-wear items
- 3) cover fading, discoloration or natural variations occurring in leather and fabrics
- 4) apply to normal wear and tear or damage caused by accident, neglect, misuse or improper installation or operation
- 5) cover damage caused by a carrier of transportation of the product, alterations made by owner, or customer's own material

### **Claim Process:**

If there is a defect within the warranty period:

- 1) Send a written notice of the defect to VELA's Canadian partner Westech Health Care Ltd at the below address
- 2) Westech Health Care Ltd. and VELA will decide if the defect is to be repaired or replaced by a new product

Please read the user manual carefully for information on correct maintenance of the product.

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