



# warranty

## WARRANTY STATEMENT FOR ROLLATORS

### Warranty Period:

The Warranty begins on the original purchase date by the Consumer and expires at the end of the Warranty Period specified below and is subject to certain exclusions and conditions. All Warranty requests require proof of purchase from an Authorized Dealer of Human Care Canada Inc. The Warranty covers parts/materials to correct any rollator defects, related to manufacturing and/or workmanship. All requests must be approved by Human Care Canada prior to any work being performed during the Warranty Period. Human Care Canada will provide parts for the rollator during the Warranty Period in accordance with the Terms, Limitations, and Conditions. This is the sole Warranty provided by Human Care Canada.

**Warranty Coverage 5 Years:** Frames are warrantied for 5 years against defects in materials and/or workmanship for the following models: all neXus series, Carl-Oskar series, and Rebel series.

**Warranty Coverage 1 Year:** All distributed parts are warrantied for 1 year.

**Exclusions and conditions:** Components subject to fair wear and tear in regular use are excluded from coverage.

It is the sole discretion of Human Care Canada to determine best method of repair/replacement. The replaced part will only be replaced once under the original Warranty Period.

### Terms, Limitations, and Conditions:

#### Maintenance:

All rollators must be inspected annually by an Authorized Dealer to maintain your warranty. Failure to properly maintain the rollator and perform regular maintenance may void the Warranty. Proof of maintenance will be requested.

#### This warranty is voided if:

- The product or any part thereof is improperly used, installed, or repaired by anyone who is not an Authorized Dealer of Human Care Canada.
- The product or any part thereof is damaged by neglect, accident or misuse
- Parts that are not supplied by Human Care Canada are used on the product.

#### Non-transferrable:

This warranty is non-transferrable and is extended only to the original purchaser of the product.

#### Submission of Claims:

Warranty claims are to be submitted to Human Care Canada for acceptance and determination as to whether repair or replacement is authorized. All returns must be made by freight prepaid with a valid Return Materials Authorization number provided by Human Care Canada. Valid proof of purchase must be supplied with any warranty claim.

#### Authorized Dealer Repairs:

Any service and/or labour charges imposed by an Authorized Dealer are at the discretion of the Dealer and not the responsibility of Human Care Canada.

#### Limitation of Liability:

Human Care Canada's liability in connection with the use of the product extends only to repair or replacement of parts or components in accordance with this warranty. To the extent permitted by law, Human Care Canada shall not be liable for any direct, special, consequential or incidental damages relating to the product or its use and Human Care Canada's aggregate liability shall not in any circumstance exceed the purchase price of the product in question.

This warranty is in lieu of all warranties expressed, implied or statutory whether written or oral, to the extent permitted by law.

#### Authorized Human Care Dealers:

Please contact our Customer Service Representatives to locate an Authorized Dealer.

**e-mail: [info.ca@humancaregroup.com](mailto:info.ca@humancaregroup.com)**

**phone: 613.723.6734 toll-free phone: 800.267.3552**



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Your Life. Your Way.