

Warranty Orthostand One

- a) There is a thirty six (36) months limited warranty on the Orthostand One with the following exclusions: The Platform, actuators, control box and cables have a twenty four (24) months warranty.
- b) The warranty starts on the date of invoice of the orthopaedic lift to the Buyer from the Importer, or from the Manufacturer in countries with no appointed importer. Therefore, Buyer must register within three months after the date of invoice of the orthopaedic lift for the right to warranty by using the QR code or NFC sticker on device or on the website <https://www.orthostand.com/connect>.

This action also includes an e-mail of the original purchase invoice and serial number to connect@orthostand.com. This information may also be e-mailed to connect@orthostand.com. This is required to validate the warranty and its starting day being the date of invoice. Without an intime previous registration, the guarantee claim cannot be honoured.

- c) Manufacturer will assess whether the guarantee claim is justified.
- d) Products that due to a manufacturing fault become defective during the guarantee period will be repaired by the distributor who sells these in its appointed region. If there is no importer, then the customer who imported the Orthostand will need to find local assistance to repair the Orthostand at its own labour costs. Manufacturer shall, at its election and expense, replace defective Parts by replacing them within a reasonable time, to be shipped together with a next order, provided that the Buyer notifies the Importer of the warranty claim without undue delay after having discovered it and within the warranty period.
- e) The warranty does not cover defects that occur during or that are due in whole or part to: (i) normal tear and wear, (ii) accident or other external cause, (iii) incorrect storage, installation, service, maintenance or use, or (iv) repairs or alteration not approved by the Producer. Manufacturer also does not take any responsibility for devices or mechanisms that are linked to the orthopaedic lift by third parties or service providers.
- f) If the guarantee claim turns out to be unjustified, then call-out charges and the actual labour costs and actual cost of components will be charged on a per-event basis.
- g) The remedies set out shall be the exclusive remedies available to the Importer for defects in Products or Spare Parts.