



RehaMed International, LLC

Warranty

All RMT Aquatic Lifting Systems have a Lifetime Warranty on the frame, excluding the powder coated paint finish, which may become scratched with normal use. All electronic and motor components, with the exception of batteries, have a full two-year warranty. Within the warranty period, we will repair or replace any part found to be defective upon our examination, but will not pay shipping costs or other expenses. To obtain warranty service, call or write to us at the address provided. This warranty is an exclusive remedy and we are not responsible for any consequential or incidental damages or injury to person or property. This warranty shall not apply to any product which has been subject to misuse, negligence, or accident, or has been damaged in shipment, or misapplied, or which have been modified or repaired by an unauthorized person. This warranty only applies to products owned by persons purchasing directly from the manufacturer or from our approved dealers or distributors.

Warranty Procedures

To initiate a warranty claim, contact our customer service department. Once the nature of the problem has been determined the following procedure will be followed:

Within the first 90 days following delivery of the Product

1. A Return Merchandise Authorization (RMA) will be issued for the return of the defective component. This RMA number should be clearly displayed on the outside of the package containing the returned part.
2. RMT will pay all freight charges for any component that fails within the first 90 days.
3. The defective component will be inspected by our technical staff to determine if the product can be repaired. If the component cannot be repaired it will be replaced with a new component.

After the 90 days

1. A Return Merchandise Authorization (RMA) will be issued for the return of the defective component. This RMA number should be clearly displayed on the outside of the package containing the returned part.
2. The customer is responsible for all freight costs after 90 days.
3. The defective component will be inspected by our technical staff to determine if the product can be repaired. If the component cannot be repaired it will be replaced with a remanufactured component.

Batteries

Batteries have a normal lifespan of between 2-3 years, depending on their use and care. Batteries should be left on the charger when not in use and should never



allowed to fully discharge. Allowing the battery to fully discharge can damage the battery.

The battery has contacts located on the bottom of the battery housing. The battery should never be placed on a conductive surface that would cause a short. If this occurs, it is likely that the fuse located inside the housing would break. This fuse can be replaced and should be changed prior to submitting a warranty claim.

All batteries are inspected prior to shipment, and, as such, should be free from any manufacturing defect. That being said, the following is the warranty policy for batteries:

1. If the battery fails during the first 90 days following purchase, it will be replaced using the same guidelines for any warranty part.
2. If the battery fails during the first year following purchase, a new battery will be provided at a charge of 50% of the prevailing cost of a new battery.
3. The warranty policy on batteries expires after one year following purchase.

What if I can't wait for the defective component to be inspected?

If the customer desires that a replacement component be sent out immediately, the following procedures will be followed:

1. Once the problem component has been identified, a remanufactured component will be sent to the customer immediately.
2. The customer will be invoiced for the cost of a remanufactured component, generally 75% of the full price.
3. A Return Merchandise Authorization (RMA) will be issued for the return of the defective component. This RMA number should be clearly displayed on the outside of the package containing the returned part. The customer can use the same box that was used to ship the remanufactured component.
4. The customer will promptly return the defective component.
5. After inspection by our technical staff, if the defective component is covered under the terms of the warranty, a credit will be issued to cancel out the invoice issued for the component.
6. If the component is not covered under warranty, the invoice is payable by the customer.
7. RMT will pay all freight charges for components less than 90 days old. After 90 days, the customer pays all freight charges.

All returns will be processed promptly in our factory.

For further information, please contact our Customer Service Department at 305-247-8300.