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Warranty and returns guidance

A customer guide to our
warranty processes

ortho-europe.com
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Welcome to the Ortho Europe warranty and returns guide.

In this short guide we have listed some of our seating and wheelchair products that we currently sell, along with their associated warranties and return conditions.

We have split the guide into the following sections:

- SeatMatch products
- Greencare Mobility products
- Other distributed products
- Disclaimer



Item	Warranty Period	Returns Permitted - Yes or No
Foam Carve Seat: CCS-CORT	1 Year	Yes - 30 days unused
Moulded Seat: MSI-QC	1 Year	Yes - 30 days unused
FAB seat	1 Year	Yes - 30 days unused
SeatMatch Caddy	1 Year	Yes - 30 days unused
NOMAD wheelchair	1 Year	Yes - 30 days unused
Marley Buggy	1 Year	Yes - 30 days unused





Item	Warranty Period	Returns Permitted - Yes or No
Two point belt plastic buckle	1 Year	Yes - 30 days unused
Two point belt metal buckle	1 Year	Yes - 30 days unused
Four point belt plastic buckle	1 Year	Yes - 30 days unused
Four point belt metal buckle	1 Year	Yes - 30 days unused
Dynamic harness	1 Year	Yes - 30 days unused
Sternum harness	1 Year	Yes - 30 days unused
Shoulder harness	1 Year	Yes - 30 days unused
Anklesures Velcro	1 Year	Yes - 30 days unused
Anklesures buckle	1 Year	Yes - 30 days unused
Footbox	1 Year	Yes - 30 days unused
Footcaps	1 Year	Yes - 30 days unused



Item	Warranty Period	Returns Permitted - Yes or No
DB1	1 Year	Yes - 30 days unused
EPIC	1 Year	Yes - 30 days unused
Easy1	1 Year	Yes - 30 days unused
Electronics/Controllers	1 Year	Yes - 30 days unused
Batteries	1 Year	Yes - 30 days used & unused
Motors	1 Year	Yes - 30 days used & unused
DB1 frame	2 years	Yes - 30 days used & unused

Other



Item	Warranty Period	Returns Permitted - Yes or No
Neo wheelbase	1 Year	Yes - 30 days unused
Discovery wheelbase	1 Year	Yes - 30 days unused
Essential visco cushion	1 Year	Yes - 30 days unused
Contour cushion	1 Year	Yes - 30 days unused
Propad V cushion	1 Year	Yes - 30 days unused
Propad SI cushion	1 Year	Yes - 30 days unused
Solution cushion	1 Year	Yes - 30 days unused
Whitmyer headrests	1 Year	Yes - 30 days unused
Trays	1 Year	Yes - 30 days unused

Disclaimer

For items that can be returned in an unused condition, this means that the product is unopened/undamaged. Product is still sealed in original closed packaging and this packaging is undamaged and can be used for resale. In short, items must not be:

- Missing packaging and/or parts of the product(s)
- Torn
- Stained
- Scratched
- Damaged to any part of the packaging or product(s)

If any of the parameters above are met, then you will not be eligible to return your product.

For items that can be returned in a used or unused condition, this means that the product can be opened/seal broken with the product used. However, only items with a trial period can be returned opened and/or used. In short, items must not be:

- Original packaging is damaged or missing
- Any parts of the product(s) are missing
- There is significant damage to any part of the product(s)
- There are any stains on the product(s)
- There are any tears to the product(s)

As above, if any of these parameters are met, you will not be eligible to return your product. In the event that your product is still eligible for a return, please ensure that you speak to a member of our customer services team (details overleaf) in the first 30 days after despatch. Any returns or enquiries after this period will not be eligible for a return.

For more information on our terms and conditions, please visit:

[Greencaremobility.com/terms-and-conditions](https://greencaremobility.com/terms-and-conditions)

Or scan the QR code on the back page.



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Scan the QR code
to view our terms and
conditions:

