

WARRANTY

1.1 Warranty Conditions

Satpuda's AIS-125 certified ambulance stretcher is guaranteed free from manufacturing defects for 18 months from the date of purchase.

During the warranty period all parts with properly ascertained manufacturing defects will be repaired and/or replaced, not including labour costs or transfer, transportation and packaging costs.

The warranty does not cover wear and tear of external finishes (gel coat/resin, paint, powder coating, decals, ribbons, lettering etc), consumables or components subject to wear associated with normal product use, any parts typically subject to sliding or rolling friction (ball bearings, brushes, lubricants, tracks and belts etc.), parts potentially subject to oxidation or corrosion (copper or metal alloy elements, electrical and mechanical apparatus) and batteries.

This warranty applies only if the product is used according to the supplied user manual. Improper or careless use will render this warranty void.

The warranty begins on the day on which the product is sent by Satpuda Engineering Pvt. Ltd. and does not cover delivery costs. Satpuda Engineering Pvt. Ltd. is not responsible for damage in transport or for damage caused by improper use of the product.

Satpuda Engineering Pvt Ltd will not be held responsible for products manufactured by others.

The warranty will not apply in the case of:

- Failure to observe instructions for use.
- Wrong usage.
- Inappropriate use or handling.
- Repairs to the device by unauthorised personnel.
- Damage in transport due to improper packaging when returned by the user.
- Lack of maintenance.
- Failure to use original parts.

In cases not covered by the warranty, Satpuda Engineering Pvt. Ltd. will not be responsible for transport costs for sending and returning the product.

1.2 Disclaimers

If a product is defective, Satpuda Engineering Pvt. Ltd. will repair or replace it at its discretion. The buyer accepts these terms in lieu of all damages. Satpuda Engineering Pvt. Ltd. does not make any other express or implicit guarantees, nor does it make any guarantee as to the merchantability or suitability for particular ends of its product or the products of others. In the case of infraction of the limited warranty, legal procedures must be archived within a year of the date on which an infraction was or should have been discovered. Satpuda Engineering Pvt. Ltd. reserves the right to cancel the warranty on products sold:

- If labels or plates showing the manufacturer's trademark, serial number or registration number have been erased or removed.
- If the product has been altered or repaired or if work has been carried out without authorisation by Satpuda Engineering Pvt. Ltd. or its personnel
- If the product has not been used according to the instructions supplied or for purposes other than that for which it was designed.
- According to paragraph 1.1 "Warranty Conditions" Under no circumstances will Satpuda Engineering Pvt. Ltd. be held responsible for direct or indirect damage caused by use other than that described in the user manual and for which the product was designed.

1.3 Warranty Requests

If you suspect that you have received a defective product, contact Satpuda Customer Relations immediately. A representative will deal with your complaint. Obtain authorisation from Satpuda Customer Relations before sending products to Satpuda Engineering Pvt. Ltd.

1.4 Complaints

Any complaints must be communicated to the vendor or to Satpuda Customer Relations within 5 days of receipt of the product or discovery of the alleged defect. Complaints or controversies regarding a single product do not exonerate the buyer from the obligation of receiving and paying for other products in the same order, unless otherwise agreed with the seller.

1.5 Authorisation for Returns

No product will be accepted without prior approval by Satpuda Engineering Pvt. Ltd. Products returned for commercial reasons, i.e. for reasons that do not derive from defects of conformity, will only be accepted after they have been checked by specialised Satpuda staff.