

TRU-SHAPE® remake and warranty policy

Remake policy

A remake is defined as a product that did not meet the customer's expectations and/or did not meet the user's needs due to *an error in the manufacturing process or error in shape translation.*

- **Within the first 180 days of the original invoice date:** If, for one of the reasons listed above, the seating system outcome is not satisfactory, Permobil will work to modify and adjust the product to remedy the deficiency. **Errors made by the customer during the scanning/ordering process** are not considered a remake. If these modifications and adjustments are unsuccessful, the customer will be contacted by Permobil for advisement if a remake is appropriate and, if so, will initiate the Remake Request Process.
- A Remake Request Form, completed by the ordering ATP, is required to begin the remake process.
- Any approved remake request for an improperly fit product that is 6-12 months from the original invoice date will result in a charge equal to 50% of the original invoice amount. This remake policy does not extend beyond 12 months from the original invoice date.
- Return authorization must be obtained prior to returning any product. Permobil will not process any item without a valid return authorization number.
- Permobil will determine if the product in question needs to be returned for review. If Permobil determines the product does not need to be returned, the customer must fill out and return a Certificate of Destruction to continue with the remake process.
- The customer is responsible for all return shipping costs associated with any remake.

Warranty policy

Listed below are the applicable warranty periods from the original invoice date:

- Tru-Shape seat and back: 2 years
- Covers: 6 months
- Hardware: 1 year

What is covered?

Defects related to materials and workmanship.

What is not covered?

Any seating system that has been misused, damaged by an accident or damage from an "act of Nature" (e.g., flood, tornado, earthquake, fire, etc.). Any substitutions of the supplied accessories or modification to the seating system may void the warranty.