

7 Year Warranty

We believe in the lasting quality of our furniture – because every product we offer is built to perform in demanding healthcare environments. That's why all Ocura furniture comes with a **7-year warranty** as standard.

Our warranty is our promise to you: we'll repair or replace any parts free of charge if a fault occurs within the warranty period, provided that:

- The product is returned to Ocura within the warranty period
- It shows no signs of misuse or neglect
- Repairs or modifications have only been carried out by Ocura-approved personnel
- All identification labels remain intact
- Control boxes have not been opened or tampered with

What's Covered for 2 Years

Some components experience higher levels of wear and therefore come with a **2-year warranty**:

- Castors or wheels
- Actuators or gas struts
- Recliner mechanisms, handsets, and cables (manual or electric)
- Drawer runners and locks (*RFID locks and batteries are covered for 1 year*)
- Transformers and electrical cables
- Lithium Batteries (12 months)

Fabric Care and Warranty

All fabrics are covered for 2 years of normal use, as long as they've been cleaned and maintained in line with the fabric manufacturer's guidance and the Ocura Cleaning Guide.

Please note, fabric warranty does not cover issues such as:

- Piercing or cuts
- Fading over time
- Ink stains (e.g. biro marks)
- Colour transfer from clothing such as indigo denim

To make a warranty claim, contact Ocura on 01732 367777 or email customerservice@ocura.co.uk

This warranty applies to all goods purchased from Ocura Healthcare Furniture within the United Kingdom of Great Britain and Northern Ireland only, on condition that any claim is made within the period of the warranty and no later. This warranty does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage, wear and tear or damage or any damage resulting from abuse or improper use. You have statutory rights in relation to the product. This warranty is offered as an extra benefit and does not affect any of your statutory rights as a consumer. Additional written copies of the warranty can be obtained by contacting us as set out above. This warranty provision commences 1st November 2025 and supersedes all previous versions