

7 Year Warranty

Ocura Healthcare Furniture is committed to making life as simple and easy for you as possible. That's why our furniture comes with a seven-year parts and labour warranty from the date of delivery against defective materials or workmanship.

During this period, furniture covered by the warranty will be repaired or have parts replaced free of charge provided that:

- The product is returned to us within the warranty period
- No power or control boxes have been opened, or any identification labels removed.
- Repairs have not been made or attempted other than by a member of Ocura Healthcare Furniture's approved personnel.
- There is no evidence of misuse or negligent treatment.

Exemptions

The above warranty does not apply to the following products or components which instead carry a two-year warranty:

- Lamps (excluding bulbs)
- Castors
- Gas struts
- Handsets, Control Units, Actuators/Motors
- Drawer runners and locks
- Recliner mechanisms (manual and electric)
- Vinyl, see section below on vinyl care.

Vinyl and other fabrics

The warranty will not apply to vinyl or fabric that has not been properly cared for or that has been damaged as a result of accidents – piercing, soiling, fading, or colour transmission from clothing (e.g. jeans) and is subject to manufacturer's limitations.

Improper cleaning will invalidate this warranty – please refer to our Cleaning Guide, available on request.

How to make a warranty claim

Contact Ocura Healthcare Furniture on 01732 367 777 or email enquiries@ocura.co.uk

Maintenance Contracts

At any time, you may purchase a preventive maintenance contract from Ocura Healthcare Furniture to further safeguard your valuable assets.

Unwanted goods

If you need to return any items, please request a copy of Ocura's Returns Policy.

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 2020 and supersedes all previous versions.