

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.
- Power or control boxes have not been opened, and identification labels have not been removed.
- Repairs have not been made or attempted other than by a member of Ocura's approved personnel.
- There is no evidence of misuse or negligent treatment.

Exemptions

The above warranty does not apply to products continually in 24/7 service, such as A&E waiting chairs. These products instead carry a **3-year warranty**.

The below components are also exempt and instead carry a **2-year warranty**:

- Lamps (excluding bulbs)
- Castors
- Gas struts
- Electrical components including handsets, control units, and motors
- Drawer runners, keys, and locks
- Recliner mechanisms (manual and electric)
- Vinyl, see below

Vinyl & Other Fabrics

The 2-year warranty does not apply to vinyl or fabric that has been damaged accidentally, or damaged due to negligence. Vinyl that is pierced, soiled, faded, and/or suffered colour transmission from clothing will not be covered under the warranty. Improper cleaning will invalidate the warranty; please refer to our Cleaning Guide, which is available on request.

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