



Unit 2-3 Commonwealth Close

Leigh

Lancashire

WN7 3BD

### Warranty Procedure

1. The warranty period will begin as follows:

Main Product: from the date the customer receives their scooter.

If you are going to be without the scooter for 7 days due to a warranty repair, then a courtesy scooter can be provided.

The warranty relates to the whole product against items faulty due to defects in manufacturing or materials on electronic components at the time of purchase and does not include component parts supplied after this (see section 3)

2. Exclusions:

- Warranty does not cover wear-and-tear items such as tyres, inner tubes, light bulbs , lap belts, upholstery, armrests, handgrips, plastic shrouds, fuses, brake pads and motor brushes etc...
- Warranty will void if regular (annual) servicing with us is not completed (if applicable to length of warranty)\*
- Batteries due to gradual fair wear and tear and when not properly maintained by following recommended charging procedures or storage conditions.
- Improper operation, maintenance or storage
- Exceed the specified weight capacity of the unit
- Accessories other than those supplied or approved by Luggie Scooters.
- Any noise or vibration, which does not affect the quality and function of the scooter or powerchair.
- Damage due to lack of maintenance or improper use or operation or storage.
- Any attempt to open or dismantle the speed controller, battery charger, batteries or transaxles will render the warranty void on that item immediately.
- Deterioration of paint resulting from the lapse of time and sun light exposure i.e. Natural fading
- Damage caused by misuse or accident for which Luggie Scooters cannot be held responsible is not covered under the warranty.
- Damage or corrosion caused due to moisture or water ingress
- Damage or corrosion due to exposure to salt.
- Labour or service calls are not included under warranty.
- Any fees incurred as a result of warranty repair, losses or compensation because of the inability to use the scooter or Power Chair.) Labour Costs, Telephone use, Transport, Car rental, Travel fees etc).



- Modifications that have not been approved by the authorised dealer
- Courier costs and call out charges for warranty repairs are the responsibility of the customer
- Warranty is not transferrable

3. Parts replaced or repaired under the terms of this warranty will be covered for a 12 month period.

4. To assess whether a part is covered under warranty the following information must be obtained:

- Description of fault which requires fixing under warranty.
- Serial number of the full product in question.
- Original date of purchase from Luggie Scooters UK Ltd.
- Date of sale to Customer
- Details of battery voltages. – Where applicable
- Details of battery test results. – Where applicable.

5. Any parts considered to be faulty under warranty must be returned within 28 days of the fault being diagnosed.

6. Parts considered to be faulty under warranty must be looked over and confirmed by a trained Luggie engineer before replacement or repair.

7. If the item returned under warranty is found not to be faulty under the terms of the warranty, then no credit will be raised and the customer will be charged under the normal pricing of repair.

Any warranty queries can be answered by calling 0800 012 4258.

#### DISCLAIMER

Luggie distributor/Freerider Corp./Drive DeVilbiss disclaims all responsibility for any personal injury or property damage which may occur as a result of improper or unsafe use of its products. Mechanical or electrical defects will be dealt with on a contingency liability basis. The part or parts will be replaced or repaired but no responsibility for damage or injury can be claimed. Guidelines in the user manual are intended to assist you in the safe operation of your Luggie powered scooter. If you should have any questions about the correct operation of your scooter, please contact your Luggie dealer. Consult your doctor and/or therapist if you are in doubt about your ability to operate your Luggie scooter.

Product	Length of Warranty
Luggie Eco, Standard, Elite, Super, Deluxe, Plus, Luggie Powerchair	Lifetime*
Next Gen Autofold	12 months
Luggie Hoist	12 months
Lexington	12 months
Folding Canopy	12 months

\* Warranty will void if regular (annual) servicing with us is not completed

