

Product Warranty

1. DEFINITIONS

The following definitions apply throughout this Product Warranty:

“Product Support Team”	means our dedicated team for warranty support and technical assistance, with contact details as follows: Contact Us email: productsupport@careco.co.uk Telephone Number: 0333 015 5000
“Extended Warranty”	means an optional warranty extension available for purchase, offering the same coverage as the standard Warranty, but for a longer period, up to a maximum of five (5) years (comprising the one (1) year manufacturer’s Warranty, plus four (4) additional years).
“Wear and Tear”	means the natural and expected deterioration of a Product resulting from regular, intended use, including but not limited to: <ul style="list-style-type: none">• fading or discoloration;• softening or hardening of rubber components;• loosening of screws or fastenings;• reduced battery capacity over time;• bending or flexing of metal components;• loss of original texture or finish;• damage from harsh cleaning products.

2. INTRODUCTION

- 2.1. All Products purchased from CareCo include a one (1) year manufacturer’s warranty (**“Warranty”**) subject to the terms and exclusions outlined below.
- 2.2. By purchasing and using our Products, you agree to be bound by this Warranty, which is in addition to your statutory rights under applicable consumer protection laws.

3. WARRANTY OVERVIEW

- 3.1. This Warranty operates in addition to your legal rights. For example, you may have the right to a refund, repair, or replacement if your Product is faulty, not as described, or otherwise does not meet legal standards.
- 3.2. This Warranty guarantees that, for one (1) year from the day after delivery (the **“Warranty Period”**) your Product will be free from defects in materials and workmanship under normal, domestic use. The date of delivery must be supported by a valid proof of purchase and delivery.
- 3.3. For Products where a different warranty period is specified in the Product instruction manual, that period shall apply.
- 3.4. **“Battery Warranty”**: Batteries are covered for a period of six (6) months from the day after delivery (**“Battery Warranty Period”**).

4. WARRANTY COVERAGE

- 4.1. **What the Warranty covers**

Product Warranty

This Warranty covers:

- Manufacturing defects arising during normal domestic use.
- Faults in materials or workmanship, as outlined in your Product's instruction manual.

4.2. What the Warranty does not cover

This Warranty does not cover:

- Normal Wear and Tear.
- Consumable items, including but not limited to tyres, bulbs, bushes, and bearings.
- Products outside the applicable Warranty Period or Battery Warranty Period.
- Cosmetic damage or faults that do not affect functionality.
- Use of non-approved accessories or aftermarket parts.
- Damage from:
 - misuse, neglect, accidents or unauthorised repairs
 - water exposure (unless the instruction manual explicitly states a degree of water-resistance)
 - improper or commercial use
 - alterations or modifications by non-authorised personnel
- Products purchased outside mainland UK (see Clause 4.4.).
- Use of Products by multiple users (unless explicitly permitted).
- Cost related to hiring replacement Products.

4.3. This Warranty is intended for personal and domestic use only. Products purchased for commercial purposes may not be eligible.

4.4. If you purchased a Product outside mainland UK, we may offer a "return to base warranty" at our discretion and at your expense.

5. HOW TO MAKE A WARRANTY CLAIM

5.1. If you believe your Product is faulty:

- report the issue as soon as reasonably possible to avoid further damage.
- contact our Product Support Team with the following:
 - proof of purchase (e.g., receipt or order confirmation)
 - description and photos of the issue
 - Product serial number (if applicable)
 - confirmation that no non-approved accessories or parts have been used

5.2 If requested, you must allow us or our authorised technician to inspect the Product.

5.3 If a manufacturing defect is confirmed, we will repair or replace the defective Product or component free of charge, at our discretion.

5.4 **Limitation of Liability:** We are not liable for any indirect, incidental, or consequential losses arising from the use or inability to use the Product.

6. IMPORTANT INFORMATION

6.1. If a service call-out is requested, then a charge will be made in advance. This will be refunded if a manufacturing defect is confirmed by our technician.

Product Warranty

6.2. If your Product is outside its Warranty Period, you may be quoted for any repairs.

6.3. The Warranty Period does not reset when a Product or component is repaired or replaced under Warranty. All coverage remains linked to the original delivery date.

7. TRANSFER OF WARRANTY

7.1. In some circumstances, your Warranty may be transferred to another party or organisation. For details, please refer to our Terms and Conditions.

8. EXTENDED WARRANTY

8.1. Some Products may be eligible for an Extended Warranty, which can be purchased separately. This extends your original Warranty for up to an additional four (4) years.

8.2. The maximum total warranty is five (5) years, inclusive of the original one (1) year manufacturer's Warranty.

8.3. The Extended Warranty does not apply to batteries or other consumables as detailed in **Clause 4.2**.

8.4. You may purchase an extended warranty once the manufacturer's warranty has expired, provided you notify us within 30 days of the expiry date. Please note that a 30-day exclusion period applies from the date of purchasing the extended warranty, during which no claims can be made.

8.5. You may cancel your extended warranty at any time, as long as no claims have been made. In such cases, a pro-rata refund will be issued. If a claim has been made, the extended warranty cannot be cancelled.

9. QUESTIONS?

9.1. Our Product Support Team is here to help. Please get in touch using the contact details above.