

## 12 Month Guarantee

Electric Mobility Euro Limited (the 'Company') guarantees its products against defects in materials and workmanship under normal use for a period of one year from the date of purchase by the original retail purchaser (the 'Guarantee Period'). If a defect arises and a valid claim is received within the Guarantee Period, at its option, the Company may either (1) repair the defect at no charge, using new or replacement parts; (2) replace the defective part with a new part or a part that is either the same as, or functionally equivalent to, the original part;

A replacement product or part assumes the time remaining on the Guarantee Period of the original product or 30 days from the date of replacement or repair, whichever provides longer coverage. When a product or part is exchanged, any replacement item becomes the property of the consumer and the replaced item becomes the Company's property. The 12 Month Guarantee does not include any labour, packaging, or transport costs.

Product replacement, or with an alternative equivalent product, is at the discretion of the dealer or retailer. Any refund provided is also at the discretion of the dealer.

## Component Lifetime Guarantee

The Company guarantees the various components within the products against defects in materials and workmanship under normal use of the product. If a defect arises and a valid claim is received under the 'Component Lifetime Guarantee', at its option, the Company will repair the defect at no charge, using new or replacement parts or will replace the component.

Component types are defined within the Component Category Definition below.

When a component is replaced, the replacement component becomes the consumer's property and the replaced component becomes the Company's property.

The Component Lifetime Guarantee covers the cost of parts and materials only and does not include any labour, packaging, or transport costs. Services performed by the Company in replacing or repairing the component, parts or materials may be subject to additional charges for labour, packaging, and transportation.

The Component Lifetime Guarantee periods are dependent on the component type and model as defined within *Component Guarantee Periods* section where relevant below. Consumable items such as batteries are excluded from the Guarantee.

## Component Category Definition

Components are categorised and described by the Company as listed below:

- **Foam & Fabrics** – External upholstery, fabric materials, stitching, internal foam cushions, padding, webbing and batting.
- **Frame** – Natural and composite wooden frame and fixings
- **Mechanism** – Recliner internal mechanism, motorised footboard and motorised headboard.
- **Electrics** – Handset, motors/actuators, wiring and transformer power supplies
- **Accessories** – Castors, Head Pillows and Hazard Sensing Systems.

## Component Lifetime Guarantee Periods

The tables i) and ii) below identifies Guarantee Periods for the relevant Components used in within the various range of Cosi Chair products available. The Company reserve the right to amend the duration of the Component Guarantee Periods identified.

Table i) – Lift & Recline Component Lifetime Guarantee Periods

Model	Foam & Fabrics	Frame	Mechanism	Electrics	Accessories
AMBASSADOR	12 Months	60 Months	60 Months	60 Months	12 Months
BANWELL	12 Months	60 Months	24 Months	24 Months	12 Months
DENWICK	12 Months	60 Months	60 Months	60 Months	12 Months
HAMBLE	12 Months	12 Months	12 Months	12 Months	12 Months
HEDDON	12 Months	12 Months	12 Months	12 Months	12 Months
JUBILIEE	12 Months	60 Months	60 Months	60 Months	12 Months
KENSEY	12 Months	60 Months	60 Months	60 Months	12 Months
MEDINA	12 Months	60 Months	60 Months	60 Months	12 Months

*Table ii) – Static Furniture Component Guarantee Periods\**

<i>Model</i>	<i>Foam &amp; Fabrics</i>	<i>Frame</i>
2-SEATER STATIC SOFA	12 Months	12 Months
3-SEATER STATIC SOFA	12 Months	12 Months
FIRESIDE CHAIR	12 Months	12 Months
FOOTSTOOL	12 Months	12 Months

\*Guarantee periods apply to Static Furniture irrespective of CosiChair model range

**Exclusions and Limitations**

The Guarantees do not apply to the following: (1) damage caused by accident, abuse, misuse, flood, fire, earthquake or other external cause; (2) damage caused by operating the product outside the permitted or normal use of the product; (3) damage caused to products that were not operated, maintained or serviced in accordance with the Owner’s Manual; (4) to a product or part that has been modified or repaired otherwise than in accordance with the Owner’s Manual or with the express written authority of the Company; or (5) to normal wear or tear, normal maintenance, service or periodic adjustments necessitated by normal use.

In addition to the above, the Company shall be under no liability in respect of any defect arising from wilful damage, negligence, or misuse.

The Guarantees only apply to the original purchaser and are non- transferable.

Except in respect of death or personal injury caused by the Company’s negligence, the Company shall not be liable by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law or under the terms of the Guarantees, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for compensation whatsoever (whether caused by the negligence of the Company or its employees or otherwise) which arise out of or in connection with the supply of the product(s) or their use or resale, and the entire liability of the Company under or in connection with the products and the Guarantees shall not exceed the price paid for the products. Any and all other implied Guarantees are excluded.

Any descriptions, specifications, samples, models, bulletins, or similar materials used in connection with the sale of products by the Company are only for information and should not be construed as Guarantees.

The consumer’s statutory rights are not affected by the Guarantees.