

Warranty Policy

Manufacturer's Warranty:

The warranty covers **all defects in workmanship, for the original purchaser/user**, except the exclusions listed in the NOT COVERED section below, starting at the date of purchase:

Lifetime Warranty for metal frame and cross braces. *

5 years for wood structure on Thera-Glide® self-locking gliders models W and T.

3 years for all Thera-Glide® self-locking glider mechanisms.

3 years on upholstery.

2 years for all other mechanisms, gas spring cylinders or mechanical lock, control cable, wheels & casters, tray, upholstery. 1

year on all accessories and replacement parts.

If service is required under this warranty, contact our Customer Service Department in writing, giving the following information:

1- Model or part number involved.

2- Date of purchase, including invoice or acknowledgement number.

3- A description of the problem.

* Useful Lifetime of seating products is 10 years from date of purchase.

WHAT THE WARRANTY WILL COVER:

- OPTIMA PRODUCTS/LPA commits to making spare parts available for 10 years after the purchase of your product. WE retain the right to supply updated or refurbished parts as replacement.
- OPTIMA PRODUCTS/LPA will repair or replace at no charge the defective product or parts during the warranty period. The decision to repair or replace a product is solely at the discretion of OPTIMA PRODUCTS/LPA. OPTIMA PRODUCTS/LPA reserves the right to supply refurbished parts to cover some warranty items.

WHAT THE WARRANTY WILL NOT COVER:

- Normal wear and tear.
- Accidental damage including fire and water.
- Fabric fading and metal oxidation (rust), including damages caused by power washers and wheelchair washing machines.
- Cost of transportation to or from OPTIMA PRODUCTS/LPA factory.
- Unauthorized modifications or repairs made or attempted.
- Damage resulting from a abuse, abnormal or unreasonable use.