

Extended Warranty Terms & Conditions

1. This extended warranty is effective for the period shown on our invoice commencing on the invoice date. You can transfer this extended warranty to a new owner within the effective period as long as you give us written details of the new owner.
2. The extended warranty covers the specific product shown on our invoice. It may not be transferred to any other equipment.
3. **Which parts are included:**
 - Seat
 - Side flaps and hinges
 - Frame
 - Suction Cups
 - Actuator
 - Hand control (including batteries where applicable)
 - Charger
 - Compressor (excluding batteries)
 - Inflatable compartments
4. **What is not included under the extended warranty:**
 - Seat and product covers
 - The cost of parts that have not been approved
 - Any loss suffered because the product cannot be used, or any loss other than the required replacement part
 - The cost of repair or replacing a part or product which fails because anyone neglects, abuses or misuses the product.
 - Any claim where the product's serial number is not supplied.
 - Claims arising from theft, attempted theft, malicious damage, accidental damage or damage caused by fire or explosion.
 - Claims arising from floods, lightning, storms, or other bad weather conditions.
 - Cosmetic damage such as damage to paintwork or dents or scratches to the equipment.
 - The cost of replacing any part that is intended to be replaceable. These include batteries, filters and fuses.
 - Routine maintenance, cleaning and servicing
 - The cost of replacing any part that is intended to be replaceable. These include batteries, filters and fuses.
5. The Call Out Protection is effective for the period shown on our invoice commencing on the invoice date. You can transfer this Call Out Protection to a new owner within the effective period as long as you give us written details of the new owner.
6. The Call Out Protection covers the specific product shown on our invoice. It may not be transferred to any other equipment.
7. **What is included under the Call Out Protection:**
 - a. The cost of all call outs required during the effective period.
 - b. The administration cost of arranging the call out visit.
8. **We will not replace parts or products free of charge if the defect is a result of:**
 - Undue wear and tear.
 - Wilful or accidental damage.
 - Neglect.
 - Usage other than in accordance with the user instructions supplied with your Mangar equipment.
 - Alterations to or repair of your Mangar equipment by anyone other than Mangar International Limited or our authorised representative.
9. **This is not a service contract.** If you wish to arrange for the product to receive an annual service which can include a PAT and LOLER tests please contact the Customer Care Department for further information.
10. **The extended warranty cover is based upon mutual trust.** If you are found knowingly to be providing false information your claim will be rejected and your warranty cancelled.
11. **Claims will only be honoured when the serial number of the product is provided** to the Customer Care Department at Mangar International.
12. **The claimant must retain the faulty part for Mangar International's inspection.** Mangar International may require the claimant to send the faulty part to them at the claimant's cost.

13. **Mangar International will not be responsible for any failure to carry out its obligations** under this extended warranty if this is caused by any circumstances outside our reasonable control.
14. **Data protection** – we will ask for contact names and addresses so we can give an efficient after sales service. We will not supply your details to any third parties, but we may pass your information to any relevant regulator or dispute resolution provider.
15. **Complaints procedure** – if you wish to contact us to complain, then:
- Call, write or email our Customer Care Department. A copy of our complaints procedure is available.
 - If you are not satisfied with the decision taken you may wish to contact the British Healthcare Trades Association (BHTA). As a registered member we comply with their code of practice – a copy of which may be obtained from ourselves or BHTA (www.bhta.org.uk).
16. **Your Right to cancel, change your mind / cancellations**
You may cancel the extended warranty at any time during the 7 day period after the invoice date. If you have already claimed for a part or replacement product you will be charged for the cost of that part or replacement product unless the product is under guarantee. If you wish to cancel the extended warranty outside the 7 day cancellation period no refund will be available.
17. **Governing law and your statutory rights**
Purchasing this extended warranty does not affect your statutory rights. The information provided, including the terms and conditions have been provided in English. We will communicate in English, and English Law will apply to all our insurance contracts unless we agree otherwise with you in writing. The plan is subject to the terms and conditions of the original purchase of the product. The extended warranty will terminate at the end of the period specified
18. **Mangar International reserves the right to end this warranty promotion without notice.**

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