

WIMBA®

WARRANTY CARD

Product: add-product-name

Order Number: add-order_no

Clinic: add-clinic-name

Seller: WIMBA Poland sp. z o.o.

ul. Fabryczna 20A

31-553 Kraków, Poland

Date: add-todays-date

TERMS OF WARRANTY

1. Coverage and Guarantee Period

- 1.1. The warranty applies to all WimbaGO products and covers defects or failures in the material.
- 1.2. The guarantee period is **6 months** starting from the date the product is received by the veterinary clinic or animal physiotherapy centre.

2. Exclusions

- 2.1. Normal wear and tear on replaceable components, such as liners, straps, soles and fasteners.
- 2.2. Damage caused by improper use, handling, or modifications not authorized by Wimba.
- 2.3. Destruction or chewing by the animal.
- 2.4. Damage resulting from extreme environmental exposure or non-recommended usage.
- 2.5. **WIMBA devices are intended for injured and sick animals. They are not intended for agility competition support and other extreme activities.**

3. Conditions for Maintaining Warranty

- 3.1. WimbaGO products must be used, stored, and maintained in accordance with the **User Guide**.
- 3.2. Any unauthorized repairs, modifications, or tampering void the warranty.

- 3.3. The product must not be rented out to third parties. It is custom-made for a specific patient, and using it on a different animal will result in the loss of warranty coverage.
- 3.4. Wimba GO products were designed for conditions listed in Indications. Use for patients outside of indications might void the warranty.

4. Warranty Claim Process

4.1. Submitting a Claim

- 4.1.1. Complaints must be submitted using the service request form provided by WIMBA within the warranty period.
- 4.1.2. Required documentation includes:
 - 4.1.2.1. Proof of purchase (invoice with serial number and purchase date).
 - 4.1.2.2. Clear images or videos of the defect or damage.
 - 4.1.2.3. A detailed explanation of the issue and conditions under which it occurred.

4.2. Evaluation Process

- 4.2.1. All claims will be evaluated by Wimba's technical team within **10 working days**. Complex cases may take longer, with prior notification.

4.3. Resolution Options

- 4.3.1. Replacement of defective components.
- 4.3.2. Full product repair or refurbishment.
- 4.3.3. Complete product replacement if repair is not possible.
- 4.3.4. Refunds are rare and issued at Wimba's discretion, with deductions for shipping, consultation, and other applicable fees.

5. General Limitations

5.1. Non-Refundable Products

5.1.1. Custom-Made Devices

- 5.1.1.1. Wimba GO products are custom-designed for individual patients and are non-refundable except for WIMBA Cervical Collars under specific conditions.
- 5.1.1.2. Refunds, if granted, will exclude fees for:
 - 5.1.1.2.1. Consultation and designing - no more than 50% of the final price of the product
 - 5.1.1.2.2. Shipping and handling.
 - 5.1.1.2.3. A flat processing fee of \$50 to cover administrative costs.

5.2. Limitations and Responsibilities

5.2.1. Owner Responsibilities

- 5.2.1.1. The life expectancy of WimbaGO products depends on proper usage, the animal's activity level, and maintenance.
- 5.2.1.2. Owners are expected to replace components subject to normal wear, such as straps, liners, and fasteners.

5.3. Limitations of Liability

5.3.1. Wimba is not responsible for:

- 5.3.1.1. Improper measurements or data provided by the buyer.
- 5.3.1.2. Shipping delays or issues caused by the carrier.
- 5.3.1.3. Unauthorized modifications to the product.

6. Repair and Maintenance Services

6.1. Repair Requests

- 6.1.1. Repairs not covered under warranty will incur costs for parts, labor, and shipping.
- 6.1.2. Pictures or videos of the damage must be provided to determine the repair process.

6.2. Replacement Components

- 6.2.1. Replaceable components such as straps, liners, and fasteners are available for purchase.

7. Material Quality & Performance

- 7.1. Wimba GO products are fabricated using advanced materials for durability, comfort, and safety.
- 7.2. Liners and straps are orthopedic-grade and biocompatible, designed to minimize irritation.
- 7.3. Wimba GO products are tested for high-wear durability and are suitable for rehabilitative use.
- 7.4. The durability of the product may be affected by factors such as extreme heat, moisture, or rough terrain. Owners should limit usage in such conditions to prevent premature wear.
- 7.5. Misuse or continuous extreme use may reduce the product's lifespan.**

8. Changes to the Warranty Policy

- 8.1. Wimba reserves the right to amend the warranty policy. Changes will be effective immediately upon publication on the official Wimba website.

Conclusion

By purchasing Wimba GO products, customers agree to these warranty terms and conditions, which aim to ensure the highest quality and satisfaction.