

WARRANTY INFORMATION



TOUCH BIONICS LIMITED WARRANTY FOR i-LIMB HANDS INTERNATIONAL (EXCLUDING USA, CANADA AND MEXICO)

Touch Bionics warrants that the i-LIMB Hand will conform to its specifications and be free of defects in material and/or workmanship for 12 months from the date of fitting of the patient or maximum of 15 months from the date of the shipping the i-LIMB Hand by Touch Bionics whichever is earlier. The start of the warranty date should be notified to Touch Bionics within 90 days of shipping of the i-LIMB Hand, if not specified then Touch Bionics will automatically start the warranty from 91st day of shipping the i-LIMB Hand. This Limited Warranty applies only to an i-LIMB Hand furnished by Touch Bionics or an affiliate or from a prosthetic facility authorized by Touch Bionics to furnish i-LIMB Hands. Affiliate means any company controlling, controlled by, or under common control with Touch Bionics.

This Limited Warranty applies to all components including but not limited to fixtures, motors, bearings, and electronics of the i-LIMB Hand for the warranty period. This Limited Warranty is governed by Scottish law or the law applicable in the particular involved jurisdiction, and this warranty is not transferrable.

WARRANTY:

Touch Bionics reserves the right to credit, repair or replace "in warranty" i-LIMB Hands at its option. All labour costs for warranty services performed by Touch Bionics are the responsibility of Touch Bionics. The warranty on repaired or replaced i-LIMB Hands will be ninety (90) days or until the end of the original warranty, whichever is longer. If required, replacements will be new products. For "out-of-warranty" i-LIMB Hands, Touch Bionics may repair the product or offer a new i-LIMB Hand. Call Touch Bionics for details.

The wearer shall report any defect claim to Touch Bionics directly or to the facility that furnished the i-LIMB Hand immediately upon discovering the defect, and, in any event, within the warranty period. The defective i-LIMB Hand must be returned to Touch Bionics in an appropriate packaging, damage caused due to return of products in improper case will not be responsibility of Touch Bionics. Please contact Touch Bionics UK customer service department to arrange the return of the product. The unit must be in assembled condition and including an approved covering when returned.

The warranty is void if the i-LIMB Hand is subjected to abuse, neglect, alteration, modification, improper repair and/or maintenance when performed by anyone other than Touch Bionics or an affiliate, an accident or other abnormal, extensive use or in a manner not specified by Touch Bionics. Damage as the result of normal wear and tear including the results of fatigue is not covered during the warranty period. Damage resulting from installation of parts and accessories not compatible with the i-LIMB Hand by anyone other than Touch Bionics or an affiliate is not covered, including the use of a non-Touch Bionics battery. The warranty is void if damaged covers are not replaced or repaired in a timely manner by a Touch Bionics cosmesis facility or another facility authorized by Touch Bionics, or if an approved cosmetic covering is not worn at all times when the i-LIMB Hand is being worn.

THIS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. ANY AND ALL OTHER REMEDIES THAT MAY OTHERWISE BE APPLICABLE ARE EXCLUDED, INCLUDING, BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PUNATIVE DAMAGES TO THE MAXIMUM EXTENT PERMITTED BY LAW. THIS IS THE ONLY WARRANTY MADE BY TOUCH BIONICS ON ITS i-LIMB HAND AND COMPONENTS, AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. ANY WARRANTIES THAT MAY OTHERWISE BE IMPLIED BY LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

This Limited Warranty gives the consumer specific legal rights. The consumer may also have other legal rights which vary from country to country. Some countries and states may not allow the exclusion or limitation of incidental or consequential damages or warranties, so the above limitations or exclusions may not apply to you. If it is determined by a court of competent jurisdiction that a certain provision of this limited warranty does not apply, such determination shall not affect any other provision of this limited warranty and all other provisions shall remain in effect.

EXTENDED WARRANTY FOR YEAR 2 AND YEAR 3

As well as the standard warranty provided with the i-LIMB Hand, it is highly recommended to purchase the extended warranty, which must be purchased at the initial purchase of the i-LIMB Hand. The extended warranty coverage is offered for year 2 and year 3. The extended warranty also covers the annual service in the month no. 12 and month no. 24 since the fitting of the i-LIMB Hand. During the annual service any part upgrade is offered within the same generation of the i-LIMB Hand free of charge. Please contact Touch Bionics for more information on extended warranty.