



Warranty Terms & Conditions

Dr.Frei

1. Product is entitled to the below listed warranty coverage, depending of the model purchased, against manufacturing defects from the date of purchase, with the original invoice/receipt as proof of purchase.
 - Models: ***M-300A/M-400A***
 - 10 years off-site warranty on manufacturing defects.
2. This warranty only applies to products purchased and used in Malaysia.
3. This warranty does not cover damages or defects arising from accident, misuse, mishandling, improper installation, any manner of tampering, usage of wrong electrical supply/voltage, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest and consequential damages. Batteries are not covered under this warranty.
4. This warranty does not cover normal wear and tear, including, but not limited to:
 - **Damages or leakage of blood pressure monitor cuffs**
5. This warranty shall be null and void in the event that the serial number on the product has been altered or removed.



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Manual Wheelchairs

1. This product is entitled to a limited warranty of 1 year against manufacturing defects from the date of purchase, with the original invoice/receipt as proof of purchase.
2. This warranty only applies to products purchased and used in the Republic of Singapore.
3. This warranty strictly applies only to the original buyer and is not transferable.
4. This warranty does not cover damages or defects arising from accident, misuse, mishandling, improper installation, any manner of tampering, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest and consequential damages.
5. This warranty does not cover normal wear and tear, including, but not limited to:
 - **Wearing out of tyres**
 - **Loosening of brake mechanism**
 - **Wearing out of brake cables**
 - **Damages to upholstery**
6. This warranty shall be null and void in the event that the serial number/batch number on the product has been altered or removed.



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Pressure Relief Mattresses

1. This product is entitled to a limited off-site warranty of 1 year against manufacturing defects of the motor and mattress leakage, from the date of purchase, with the original invoice/receipt as proof of purchase.
2. This warranty only applies to products purchased and used in Malaysia.
3. This warranty strictly applies only to the original buyer and is not transferable.
4. This warranty does not cover damages or defects arising from accident, misuse, mishandling, improper installation, usage of wrong electrical supply/voltage, any manner of tampering, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest and consequential damages.
5. This warranty does not cover normal wear and tear.
6. This warranty shall be null and void in the event that the serial number/batch number on the product has been altered or removed.
7. Transport charge is applicable for on-site repair/servicing during the warranty period.
8. For repairs/servicing works after the warranty period, the Company will provide a quotation to the Customer for the necessary jobs. Repair works will only be performed upon acceptance of the quotation by the Customer.