



WARRANTY CARD - ORTHOSIS

Model:

Serial Number:

Seller:

TERMS OF WARRANTY

1. Coverage and Guarantee Period

- 1.1. The warranty applies to all Wimba 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, and fasteners.
- 2.2. Damage caused by misuse, including improper cleaning, storage, or adjustments not authorized by Wimba.
- 2.3. Destruction by the animal, such as chewing or biting.
- 2.4. Damage during transport caused by the buyer's carrier or mishandling.
- 2.5. **WIMBA devices are intended for injured and sick animals, who even once recovered may be compromised. They are not intended for agility competition support and other extreme activities.**

3. Conditions for Maintaining Warranty

- 3.1. Products must be used, stored, and maintained according to the **user manual** provided by Wimba.

3.2. Any alterations or modifications made without prior approval from Wimba void the warranty.

4. Claim Submission and Evaluation

4.1. Procedure for Filing a Claim

4.2. Complaints must be submitted using the service request form provided by WIMBA within the warranty period.

4.3. Include the following:

4.3.1. Proof of purchase or invoice with the serial number and date.

4.3.2. Clear images or videos showcasing the defect or damage.

4.3.3. Detailed description of how the damage occurred.

5. Evaluation Process

5.1. Claims will be evaluated within **14 working days**. Complex cases may require up to **30 working days**, and if additional testing is necessary, this timeline may be extended with prior notice.

6. Resolution Options

6.1. Replacement of the defective part.

6.2. Repair of the damage.

6.3. Full product replacement, only if repair or part replacement is not feasible.

6.4. Refunds are rare and issued only under exceptional circumstances. Applicable fees such as shipping, consultation, or credit card fees may be deducted.

7. General Limitations

7.1. Non-Refundable

7.1.1. Wimba products are custom-made medical devices tailored for individual patients and are non-refundable unless stated otherwise.

7.1.2. Refunds, if granted, are at Wimba's discretion and may include deductions for processing fees.

7.2. Liability Disclaimer

7.2.1. Wimba is not liable for delays caused by shipping carriers, customs clearance, or incorrect data provided by the buyer.

7.2.2. The product's longevity depends on usage factors, such as frequency of use, the pet's activity level, and environmental conditions.

7.3. Additional Guidelines

7.3.1. Product Maintenance

7.3.1.1. Replaceable components (e.g., straps, liners) are expected to wear out over time. These can be replaced at the owner's expense.

7.3.1.2. Owners are advised to inspect the product regularly and avoid usage if any part shows significant wear or damage.

8. Repair and Refurbishment

8.1. Repair requests outside the warranty scope will incur charges for parts, labor, and shipping.

8.2. Wimba provides guidance on repairs and may ship replacement parts directly when appropriate.

9. Changes to the Warranty Policy

9.1. Wimba reserves the right to update these warranty terms. Changes will take effect immediately upon publication on the official website

Conclusion

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