

## Guidance Notes for Interpretation of Kirton DBO's

### Warranty and Liability Provision as Contained in Kirton's Terms and Conditions

#### **1. Warranty and Liability**

Kirton provides a warranty to the buyer that the goods supplied will be free from defect of workmanship, design or materials for a period of twelve months from date of delivery.

For the detailed terms including where a two year warranty will apply to the Kirton DBO Commode Stainless Steel Frame please refer to the current Terms and Conditions (Clause 16) [www.kirton-dbo.co.uk](http://www.kirton-dbo.co.uk).

#### **2. Use**

- Each Kirton product is designed to a high specification for a particular type of use.
- It is important therefore that the correct product is purchased by the buyer. If the buyer intends to purchase goods for a non-approved use he must use his own skill and judgment.
- No employee or agent of Kirton is authorised to recommend non-approved uses, and the buyer should not rely on such recommendations
- User and cleaning instructions should be followed in all respects.

#### **3. When the warranty will not apply:**

- Use of incorrect cleaning products that may damage the surface material.
- Incorrect maintenance not approved by Kirton.
- Alterations by the buyer to the original goods.
- Incorrect means of transportation of the goods.
- Normal wear and tear.
- Defects caused by non compliance with these guidance notes (see clause 16 b iii Terms and Conditions)

#### **4. Non Compliance and Non-approved uses:**

- Sitting on the arms of a chair/commode.
- Sitting on the footrest of a chair/commode.
- Hitting the chair/commode against other objects: walls, doors, beds, people, tables, chairs, etc.
- Excessive force is often applied to the moving parts of chairs/commodes thereby breaking or bending metal and plastic parts.
- Bumping chairs/commodes up or down stairs or over obstructions with or without a person seated in the chair causes damage to wheels and framework.

#### **5. When the warranty does apply Kirton will:**

- Rectify the defect.
- Where in the opinion of Kirton rectification is impossible, the product will be replaced.

#### **6. Statutory Rights**

Nothing contained in our Terms and Conditions nor in these guidelines shall affect the statutory rights of the consumer.