



Warranty & Returns Policy

Active Design Warranty Guidelines:

Within the warranty period

Warranty is only guaranteed when products have been used as per the user guide, any indication that product has been misused / mistreated or modified then the warranty is voided. In addition, if any faulty parts are due to an assessment not undertaken by a member of the Active Design team these will be reviewed on an individual bases to ensure that requirement specified originally were sufficient.

Seating Systems:

- Seating systems manufactured by Active Design carry a guarantee of 24 months after date of goods invoiced.
- All metal frame work on seating systems carry a warranty period of 24 months.
- All Upholstered accessories are guaranteed for 6 months.
- All foot supports and head supports are guaranteed for 6 months.
- All other accessories are guaranteed for 6 months.

Wheelbases:

- Wheelbase frames manufactured by Active Design carry a guarantee of 24 months after date of goods invoiced.
- All Wheelbase accessories are guaranteed for 6 months.

Outside the warranty Period:

Any parts which require repair after the guarantee period will be reviewed on an individual basis and the Active Design Customer Service Team will be able to assist you further please see below contact information.

This may result in a chargeable assessments where one of our Engineer's can attend. A quotation can be provided upon request. Alternatively, a quote can be raised for replacement parts / cost of the work required, this will be based on individual needs.

Client Equipment for reuse:

Please note if any client equipment which has been sent to Active Design will not be covered by any aspect of Active Design warranty.

Active Design Returns Guidelines:

Unused:

Active Design Ltd offer a 30-day money-back guarantee on most of our products (unused).

If you need to return an item(s), please contact us at Quality@activedesign.co.uk referencing your order number and reason for return.

Please do not return goods to Active Design Ltd before contacting us and arranging the return details.

All goods returned must be sealed securely and where possible in original packing. We will also require a Goods return note to be completed; this will be provided by the Customer Service Team.

The returns address is: Active Design Ltd, Unit 1, Holford Way, Birmingham, B6 7AX.

Damaged or Faulty Goods:

Where parts have been received as damaged/faulty a replacement or refund will be actioned. Please ensure that photos are taken at point product is identified as being damaged/faulty. Please contact us immediately via our Quality@activedesign.co.uk and we will take the necessary actions to rectify.

Goods unsuitable at point of Delivery:

Active Design accept the return of goods even if they are delivered without fault or damage. These will be dealt with by the Active Design Management Team, please contact Quality@activedesign.co.uk. Please note that charges still may apply, this will be dependent on variable cost of manufacturing, re-stocking and carriage costs.

Further Information:

· All Parts which are returned must be sent back in a suitable condition for safe handling or subsequently will be quarantined and charges may apply.

· All warranty & returns are dealt with on an individual basis and is up to the discretion of the Active Design Management Team.

· Please refer to all guidelines within the service user manual for further information on safe use which can be accessed via our website www.ActiveDesign.co.uk.

Contact us:

For further information please contact sales@activedesign.co.uk, where a member of the team will be more than happy to assist further or call us directly on 01213267506.