

**This Lifetime Parts Warranty provided herein is provided by Living Well Stores, Inc. and not the manufacturer of the Mobility Product.**

Coverage under the terms specified herein is conditionally based on an eligible Product and/or Protection Plan having been purchased on or after September 1, 2023. Unless amended by State or Territory Specific Provisions, this Parts warranty sets forth the entire agreement and no representation, promise or condition not contained herein shall modify these terms. This agreement is governed by the laws of the state of Florida, Duval County.

**PRODUCT INFORMATION**

**(To be completed by the customer)**

Brand/model number: \_\_\_\_\_

Product Serial number: \_\_\_\_\_

Original date of purchase: \_\_\_\_\_



**Mobility Product  
Lifetime Parts Warranty**

This Parts Warranty covers mechanical failure of any of the following items that may be present on your manual wheelchair, walker or rollator which we refer to in this document as “Mobility Device”:

- |                            |                           |
|----------------------------|---------------------------|
| 1. Tires and wheels        | 6. Frame and hardware     |
| 2. Seat components         | 7. Seat arms and hardware |
| 3. Platform                | 8. Nuts, bolts, fasteners |
| 4. Frame welds             | 9. Bearings and bushings  |
| 5. Seat swivel & structure | 10. Steering mechanism    |

**Please read this information carefully so that you fully understand your coverage and limitations. Possession of this document does NOT assure coverage. We may ask you to provide a purchase receipt indicating payment was made in order to have coverage.**



Living Well Stores, Inc. • Jacksonville, Florida

(800) 704-8432

[www.livingwellstores.com](http://www.livingwellstores.com)

## IF YOUR MOBILITY DEVICE REQUIRES REPAIR

You must contact us at [hello@livingwellstores.com](mailto:hello@livingwellstores.com) or by calling us at (800) 704-8432. During this process we will require yours or a caregiver's assistance in determining which part has failed. We may ask for and you agree to send us photos of the entire Mobility Device taken from 4-6' away; a photo of the serial number label on the Mobility Device and a photo of the broken part(s).

Once the damaged/defective parts have been identified, we will provide one (1) of the following within thirty (30) days at our sole option:

- a. A new replacement for the broken part or if not available;
- b. A refurbished part of equal or better quality or if not available;
- c. We will replace the entire mobility device with one of comparable features, quality and price.

There are no deductables, co-pays or postage costs to you. We may ask you to send us the defective component using shipping materials and return label that we provide.

## PROVISION OF LABOR TO INSTALL THE PARTS

This Lifetime Parts Warranty does not include labor costs to install the parts. While most parts can be replaced using ordinary household tools, if you are not able to or prefer not to attempt to install the replacement part on your own, in most areas, we can arrange for repairs to be performed at a shop near you or in your home at additional charge.

## COVERAGE START & LENGTH

This Lifetime Parts Warranty provides coverage to the original purchaser for as long as you own this product. It does not replace the manufacturer's warranty but rather provides certain additional benefits during and after the manufacturer's warranty has expired. In order to obtain parts, you may be asked to provide proof of ownership and purchase as well as the serial number of your Product.

## WARRANTY REGISTRATION AND TRANSFERABILITY

This Protection Plan is assigned to the original purchaser or owner.

## PLAN CANCELLATION

We may cancel this Plan at our option for nonpayment, fraud, material misrepresentation by you. If we cancel your Protection Plan, there will not be a refund due you.



## WHAT THIS LIFETIME PARTS WARRANTY DOES NOT COVER OR INCLUDE

1. **MOBILITY PRODUCTS USED BY PERSONS WHOSE WEIGHT EXCEEDS THE MANUFACTURER'S RATED MAXIMUM WEIGHT CAPACITY FOR THE PRODUCT;**
2. Labor costs to install provided replacement parts;
3. Parts that are worn but still safely serve their intended purpose;
4. Incidental or consequential damages, including but not limited to, property damage, loss of use of the product or from delays in providing parts;
5. Accessories purchased with or added later to the Mobility Product;
6. Provision of a loaner while awaiting arrival of parts;
7. Assembly and/or instruction in the use of the Mobility Product;
8. Damage caused by exposure to rain, snow, vandalism, animal or insect infestation; or use in a manner not in accordance with the manufacturer's specifications and owner's manual;
9. Theft or loss of the Product or its accessories;
10. Damage caused by the owner/rider; negligence, misuse, abuse; modifications, attachments, assembly or disassembly;
11. Act of nature (any accident caused or produced by any physical cause which cannot be foreseen or prevented, such as storms, perils of the sea, tornadoes, hurricanes, floods and earthquakes) or any other peril not related to the Mobility Product;
12. Products placed into commercial service, rented or loaned;
13. Products with removed or altered serial numbers;
14. Products located outside of the fifty United States or Canada;
15. Manufacturer defects or equipment failure which are covered by manufacturer's warranty, manufacturer's recall, or factory bulletins.