



T H E U L T I M A T E R I D E .™

TILITE LIMITED WARRANTY

A. FRAME – LIFETIME

TiLite warrants the wheelchair frame (including the cross-braces, if any) against defects in materials and workmanship for the lifetime of the original user of the wheelchair. The expected life of the frame is five years.

B. COMPONENTS – ONE (1) YEAR

TiLite warrants all TiLite-made wheelchair components (including, but not limited to, armrest assemblies, backrest assemblies, footrest assemblies, camber tubes and plugs and caster forks) against defects in materials and workmanship for one (1) year from the date of purchase, except as provided below.

C. LIMITATIONS AND EXCLUSIONS

1. This warranty does not cover:
 - a. tires and tubes for front or rear wheels, upholstery (including cushions, seat slings, backrest upholstery and armrest upholstery), or push-handle or stroller handle grips; or
 - b. damage arising from normal wear and tear or from other circumstances beyond TiLite's control; or
 - c. any labor or shipping charges incurred in replacement part installation or repair of this product; or
 - d. TiLite Designs Unlimited frames and frame components, unless TiLite, in its sole discretion, determines that the Designs Unlimited frame or frame component was defectively manufactured.
2. This warranty is VOID if TiLite, in its sole discretion, determines that:
 - a. the original TiLite serial number tag has been removed, altered or defaced; or
 - b. the wheelchair has been subjected to negligence, accident, improper maintenance, storage or operation as required by your TiLite Owners Manual, commercial or institutional use, misuse or abuse, including, but not limited to, exceeding the maximum weight limit of 250 pounds or using the wheelchair with tie downs or locking, clamping or other restraint systems related to the use of the wheelchair in a motor vehicle; or
 - c. the wheelchair has been damaged by improper repairs or repairs made to any component without the express written consent of TiLite; or
 - d. the wheelchair has been modified without TiLite's express written consent, including, but not limited to, modification through the use of unauthorized parts or attachments.
3. This warranty applies only to the original intended user of the wheelchair.

D. OUR RESPONSIBILITY

TiLite's sole responsibility is to repair or replace, in our sole discretion, the covered components of the wheelchair.

E. FOR WARRANTY SERVICE

If your wheelchair requires warranty service, please contact an authorized TiLite Dealer in the USA or an authorized international Distributor. In the event of a defect in material or workmanship, the Dealer or Distributor must obtain a return authorization (RA) number from TiLite, and TiLite issues RA numbers authorizations only to authorized TiLite Dealers and Distributors. If you do not receive satisfactory service, please write to TiLite Customer Service at 1426 E. Third Avenue, Kennewick, WA 99337-9680 or email customerservice@tilite.com.

Do not return products to our factory without our prior consent. Returns must be shipped with freight pre-paid, and we recommend that you insure the returned product for its full replacement cost.

F. CONSUMER NOTICE

1. The foregoing express warranty is exclusive and in lieu of all other warranties whatsoever, whether written or oral, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. TiLite shall not be liable for any direct, indirect, consequential or incidental damages whatsoever. By registering your TiLite wheelchair, you will be deemed to agree with all provisions of this warranty.
2. No person is authorized to alter or extend the foregoing express warranty or to waive any of the limitations or exclusions.

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