

ST34 Issue 4

Warranty Policy

WARNING: YOUR PRODUCT IS AT RISK OF BEING DESTROYED IF YOU DO NOT FOLLOW SILVALEA'S RETURNS POLICY

IF YOUR PRODUCT IS DESTROYED YOU WILL NOT BE ENTITLED TO A REFUND, CREDIT OR REPLACEMENT

Due to the nature of Silvalea products and their use in healthcare, all products which have been in use are governed by **MHRA & Medical Devices Regulations 2002** therefore warranty procedure has to be strictly adhered to. Under the regulations it is illegal to send a contaminated medical devices through the post and the duty of care falls on the person(s) and/or organisation returning the device.

Silvalea will NOT accept any parcels without a valid returns form. In accordance with MHRA guidelines and the Department of Health (2008), Health and Social Care Act 2008 revised 2010 Code of Practice on the prevention and control of infections and related diseases, Silvalea reserves the right to destroy any item which could be deemed a hazard to health.

If you need to return your product, in accordance with **COSHH** you **MUST** contact customer services prior to returning the item for a valid returns number and decontamination instructions even if your product has **NOT** been used.

Silvalea offers a 12 month manufacturers warranty on all products unless otherwise stated. We will either replace or repair any faulty item within 30 days of receipt of the product. If you wish to register a claim please make sure you have the following information available:

- Purchase order number and/or invoice number
- Unique serial number, which can be found on the product label
- Date of manufacture (please note the date of manufacture does NOT affect your warranty as long as the date of purchase is within 12 months)
- Please supply a minimum of two images of the sling. We will need a photo of the sling laid flat and one or more of the fault.

Please supply the above information using our form on the **Customer Care Page** found on the Silvalea website.

NEVER RETURN A PRODUCT WITHOUT A VALID WARRANTY RETURNS NUMBER OR YOUR PACKAGE COULD BE INCINERATED ON RECEIPT