

Warranty, Returns and Recycling Policy

In the unlikely event that your item is faulty, we aim to make the process as smooth and efficient as possible. We have a dedicated Quality Control team you can contact directly who will help to get the problem fixed.

This policy provides information about our warranty, and describes the simple process for returning your item.

Warranty

Our standard warranty for any device or accessory is 24 months (12 months for 'CairFall', 'Cair Floor', 'Sit and Sleep' pads and 'Sit and Sleep Advanced') from the date of purchase and offers:

- telephone support from 9am to 5pm Monday to Wednesday and 9am to 4.30pm Thursday
- thorough inspection and analysis of the faulty item by our Quality Control team
- free of charge repair or replacement of any item returned due to a manufacturer defect
- refurbishment, at an additional cost to you, should the product failure be found to be due to damage rather than technical fault

The warranty does not cover defects or damage resulting from:

- normal wear and tear and/or normal aging of the product
- the product being used in a manner other than as intended
- any disassembly, repair or alteration carried out by anyone other than us
- any misuse, abuse, negligence or accidental damage

Returns

We have a simple and straightforward procedure to follow should you wish to return an item to us:

1. Contact our Quality Control team to get a unique reference number so you can send the item back to us:

You can contact us directly by telephone on: 01422 399157
or you can email us at: qc@we-cair.com

2. We will provide you with a CR reference number and send you a return ticket which is the address label to be fixed to the package and sent back to us at this address:

Attn: Quality Control
CAIR (UK) LTD
Hanson Lane
Halifax HX1 4SD

The reference number is important as it is unique to your case and helps us identify your item. Items cannot be returned without it. Any item returned without a reference number can't be processed in our system and will be returned to you at your cost.

Unused, unopened items can be returned within 28 days. This would be subject to a 20% restocking charge.

Once we have received your item, our Quality Control team will inspect it and investigate the root cause of the problem. Once the investigation is complete, we will take the relevant action which may be to:

- repair the item free of charge and return it to you;
- repair the item and charge you for the repair at a predetermined cost; or
- with your permission, we will dispose of the item on your behalf (see below)

If anything about this policy is unclear to you please contact us and we'll be happy to talk to you about it.

Returning 'end of life' products to us for recycling on your behalf

As part of our ongoing commitment to being kind to the environment, we are continually looking for opportunities to recycle as much as we can. We are passionate about influencing others to do whatever they can to help protect the environment and we encourage our customers to do the same. One of the ways we do this is by offering a service to recycle products on behalf of our customers.

When a unit reaches its 'end of life', our customers can ask for us to recycle the product for them free of charge. This service is for Cair products only.

We ask that you inform us by calling 01422 399155, emailing qc@we-cair.com or contacting your Account Manager directly.

Once we have received the recycle request, our team will create a new reference (return) number and send this to you. You will need to quote this on your returns label and send the package to:

Attn: QC Department
Cair UK Ltd
Hanson Lane
Halifax HX1 4SD

Upon receipt of the 'end of life' unit(s), our team will take it apart, separating any plastic, metal, electronics and batteries. These will then be stored in our recycling area until such a time as there is sufficient quantity to merit one large van load to collect.

We will use external organisations to take the items to be reused and recycled according to local government guidelines.

Office use only

CHANGE LOG When amending documents, please amend version number and details onto Change Log.		
Date	Action	By whom
10.02.2020	V1.0 Document created	A Barnes
01.03.2021	V2.0 amendments made to 5.0 - Returns and email added	A Barnes
21.04.2021	Change Log added - keep as Version 2.0	A Barnes
04.05.2021	V2.1 Added address	A Barnes
13.12.2021	V2.2 Reformatted policy, added Recycling	A Barnes
19.01.2022	V2.3 Annual Review of policy	LJ/KQ/AB/JC
26.07.2022	V2.4 Incorporated 'Recycling for Customers Policy' into this policy document	A Barnes
07.12.2022	V2.5 Amended telephone support availability	A Barnes
13.07.2023	V2.6 Amended warranty period exclusions	L Jones
10.01.2024	V2.7 Amended wording to make it clear returning 'end of life' products is for Cair products only. Also amended Thursdays closing time.	M.McSkeane