

WARRANTY

Your ActiveWrap® product comes with a **ONE (1) year warranty**, commencing from the date of purchase. This includes normal wear and tear conditions.

WARRANTY CLAIM PROCEDURE	
Step 1	Before returning an ActiveWrap® products please contact Element Medical by phone or email to obtain your WCN (Warranty Claim Number).
Step 2	Once you have a WCN, please complete a Warranty Claim Slip (which we will send you) with ALL the requested information.
Step 3	<p>Please return (at your cost unless otherwise authorised) only those part/s of the good/s being claimed under warranty to :</p> <p>Element Medical Quality Control – WCN P.O. Box 3140 Yokine WA 6060</p> <p>Before sending goods back to us, please take a photograph of the part/s being claimed under warranty for your records.</p>
Step 4	<p>The good/s being returned to us <u>must</u> to have the following in order for your warranty claim to be considered:</p> <ul style="list-style-type: none"> • A copy of your invoice or receipt. • A completed warranty slip (with quoted WCN). <p>Please package the good/s being claimed carefully to ensure that no damage will come to the good/s in transit. We cannot honour a warranty claim on good/s that arrive in a manner different to that which you have described on the warranty slip. We take no responsibility for any damage to goods in transit.</p>
Step 5	<p>Please send (at your cost – unless otherwise authorised) the goods being returned to:</p> <p style="padding-left: 40px;">Element Medical Quality Control – WCN P.O. Box 3140 Yokine WA 6060</p>
Step 6	<p>Once we have received the good/s we will either accept or deny your warranty claim.</p> <ul style="list-style-type: none"> • If your claim is accepted, we will send you a replacement product at our cost; • If your claim is denied, we will explain our reasons in writing to you. You can either, have the goods in question returned to you (at your expense) or we can discard them on your behalf.