



## Warranty Conditions for Helavo Rollators

At Helavo, we place great value on quality, durability, and customer satisfaction. Our warranty terms ensure transparency and peace of mind.

### What Does the Warranty Cover?

We offer a **2-year manufacturer's warranty** from the date of delivery for the original purchaser. You can extend this warranty to **3 years free of charge** by registering within **4 weeks of purchase**. The warranty applies only to the originally purchased product and covers the following components:

- **Frame** – the central supporting structure for stability and durability
- **Joints and Hinges** – allow folding and connection of parts
- **Height Adjustments** – ensure ergonomic and safe handle height

### What Is Not Covered by the Warranty?

#### 1. **Damage from External Factors:**

- Accidents, impacts, or falls
- Corrosion, rust, or material wear due to moisture or weather exposure

#### 2. **Normal Wear and Tear:**

- Wear on tires, wheels, handles, or padding
- Loosening of mechanical connections
- Lack of maintenance (e.g. not adjusting brakes, improper cleaning)

### 3. **Improper Use:**

- Overloading due to excessive weight
- Use on stairs or steep inclines
- Storage outdoors or in extreme temperatures/humidity

### 4. **Unauthorized Modifications:**

- Repairs by non-authorized workshops
- Use of non-original parts or accessories
- Structural modifications (e.g. drilling, welding)

### 5. **Cosmetic Defects:**

- Scratches, discoloration, or dents from regular use

### 6. **Warranty Exclusions Upon Resale:**

- Purchase from unauthorized sellers
- Used products or resale – the warranty applies only to the original purchaser

## **How to Make a Warranty Claim**

1. **Contact us** via our contact form at <https://helavo.onsitesupport.io/> or through our Amazon product page.

### 2. **Provide the following details:**

- Your order number
- The product model
- A description of the issue
- Photos or videos (these help us process your claim faster)

### 3. Evaluation & Resolution:

- We will review your case within a few business days and, if applicable, offer:
  - Repair or replacement of the faulty component
  - Replacement of the entire product

### Care and Maintenance Tips

- Regularly clean brakes, wheels, and handles
- Adjust the brakes periodically
- Avoid rough surfaces and extreme weather conditions
- Store the rollator indoors in a dry, protected place

*Replacement products carry the remaining warranty period of the original product or at least 2 years — whichever is longer.*

*The 2-year warranty is automatically included. The 3-year extension is optional and free with registration within 4 weeks of purchase.*

Thank you for choosing a Helavo rollator. Your mobility and satisfaction are our top priorities. If you have any questions, our customer service team will be happy to assist you