

# WARRANTY

## **MANUFACTURER'S LIMITED WARRANTY**

Paradigm Health & Wellness warrants to the original purchaser that this product is free from defects in material and workmanship when used for the purpose intended, under the conditions that it has been installed and operated in accordance with Paradigm's Owner's Manual. Paradigm's obligation under this warranty applies to the following:

COMPONENT	LENGTH OF WARRANTY
Frame	Life time
Normal Wearable Parts	2 years (upholstery, brake pads, foam grips, pedals etc...)
Labor/Electronics and Other Parts	5 years

### **Exclusions from Warranty Coverage:**

Paradigm does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to:

1. Improper installation and/or failure to abide by Paradigm's installation guidelines;
2. Use of this product beyond normal home use, or in an application for which it was not designed;
3. Cosmetic items such as scratches, dents or discolorations;
4. Damage caused by normal wear and tear, vandalism, accidental or by animals;
5. Any act of Nature (such as fire, flooding, snow, ice, hurricane, earthquake, lightning or other natural disaster), environmental condition (such as air pollution, mold, mildew, etc.), or staining from foreign substances (such as dirt, grease, oil, etc.);
6. Normal weathering due to exposure to sunlight, weather and atmosphere which can cause colored surfaces to, among other things, flake, chalk, or accumulate dirt or stains; or
7. Improper operation, alteration, handling, storage, abuse or neglect of the products.

Paradigm, using its sole discretion, will either repair or replace free of charge any part(s) proven to be defective under normal home use. Any repair or replacement shall provide no new warranty coverage, but shall retain only the remaining portion of the original product's warranty. This warranty is offered only to the original purchaser and is not transferable.

Proof of original purchase is required.

### **Ordering Replacement Parts**

Replacement parts can be ordered by calling or emailing our customer service dept:

**1-844-641-7922**

Monday through Friday 8:00 AM - 5:00 PM (PST).

service@paradigmhwh.com

When ordering replacement parts please have the following information ready:

1. Owner's Manual
2. Model Number
3. Description of Parts
4. Part Number
5. Date of Purchase

# Paradigm Health & Wellness, Inc.

## PARTS REQUEST FAX FORM

Please fax this form to (1-626-810-2166)

OR YOU CAN EMAIL CUSTOMER SERVICE REQUESTS TO  
**service@paradigmhwh.com**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

TELEPHONE: (Day) \_\_\_\_\_

(Night) \_\_\_\_\_

(Email Address) \_\_\_\_\_

SERIAL#: \_\_\_\_\_

MODEL#: \_\_\_\_\_

PURCHASE DATE: \_\_\_\_\_

PURCHASE FROM: \_\_\_\_\_

PART #	DESCRIPTION/REASON	QTY

"YOUR ORDER WILL BE PROCESSED WITHIN 3 BUSINESS DAYS"

### OFFICIAL USE ONLY

SHIP DATE: \_\_\_\_\_

TRK #: \_\_\_\_\_

BACK ORDER: \_\_\_\_\_