



ROHO[®] warranty policy

All ROHO products are covered by a warranty against manufacturer defects. Please note the following as examples; always refer to the user manual for specific product details.

Product Examples	Warranty Period
Cushion cover	6 months
Back Support cover	6 months or 18 months
LTV Seat cushion, MOSAIC cushion, Prodigy, Solid Seat Insert	12 months
Foam or cell pads for back support	18 months
Sofflex	18 months
Single Compartment cushion, Single Compartment Sensor Ready cushion, Hybrid Elite cushion, AirLITE cushion ROHO mattress system, MINI-MAX cushion, Commode seat, Toilet Seat	24 months
CONTOUR SELECT cushion, Hybrid Select cushion, QUADTRO SELECT cushion	36 months
AGILITY Max Contour Back Support, AGILITY ACTIVE CARBON Back Support, AGILITY ACTIVE ALUMINUM Back Support, AGILITY hardware	60 months

If a manufacturing defect should occur, discontinue use immediately. Wear from regular use is not considered a manufacturing defect. Replacement parts are available by contacting your supplier, distributor, or retailer.

The following will void the warranty: modifications made in attempt to interface with other products (where compatibility is limited, as described in product information); alterations made to the product; or defects caused by irregular use.

Warranty Replacement Procedure

Warranty claims should be initiated by the original purchaser, who should contact the DME supplier, distributor or retailer from whom the product was purchased, if they are available, or any authorized Permobil DME supplier, distributor or retailer.

Whenever possible, the DME supplier, distributor or retailer with a warranty issue should contact Customer Experience and provide the original purchase order number, sales order number, or invoice number.

Before a warranty replacement order or quote may be processed, Customer Experience must issue a Return Merchandise Authorization (RMA). Repeated unsubstantiated warranty claims may void the warranty of the product.