



Comfort Company warranty policy

Comfort Company products are covered by a 5 year warranty against manufacturer defects with the exception of product covers that are eligible for warranty up to 6 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.

Please contact Customer Experience at 800.736.0925 or orders.comfort@permobil.com