

## GENERAL REPAIR POLICY

Effective March 15, 2016

### **PARTS AVAILABILITY**

- Sunrise Medical Canada Inc. will make every effort to supply parts for six (6) years after a product has been discontinued. In the event that a supplier can no longer provide the original part, or a replacement part option, steps will be taken to ensure a satisfactory resolution to the issue on behalf of all parties involved.
- Please see the Sunrise Medical website at [www.sunrisemedical.ca](http://www.sunrisemedical.ca) for discontinuation notices for specific models.
- Enclosed is a complete listing of the Sunrise Medical HCM Inc. products which have been discontinued over the years as well as the expected support time frame for each.

### **RETURN MATERIAL AUTHORIZATION (RMA)**

- If you are a dealer, all returns for repair require a Returned Material Authorization (RMA) and requests must include the following:
  - Reason for return
  - Item number and quantity
  - Invoice number, original sales order number or original purchase order number and date.
  - Serial number(s) if applicable
  - New purchase order number for potential invoicing of parts and labour
- The Returned Material Authorization (RMA) number must appear on the outside of the package in a clearly visible manner and location.
- No returns will be accepted by Sunrise Medical if the item(s) is not returned within 60 days after a Returned Material Authorization (RMA) is issued.

### **SHIPPING AND HANDLING FEE**

- All approved returns must be shipped at dealer's expense using their preferred carrier. Product or parts returns which are not pre-paid will not be accepted by Sunrise.
- Sunrise Medical Canada Inc. will pay the freight on the return shipment.

### **RETURNED GOODS FOR REPAIRS**

- All product returned for repair must be cleaned and disinfected prior to being returned to Sunrise. If a product is not at an acceptable level of cleanliness when received, it will be returned to the dealer unrepaired. This applies to wheelchairs, scooters, patient lifters, air floatation systems and parts of these units as well.
  - If the dealer wishes to proceed with the repair then a cleaning fee of \$250.00 will be applied.
- DO NOT return the wheelchair seating with the wheelchair when it is sent in for repair. Sunrise does not accept any responsibility for loss or damage to the seating components if they are returned with the wheelchair.
- DO NOT return the mattress when an air floatation system (mattress and pump) is sent in for repair. Sunrise does not accept any responsibility for loss or damage to the mattress if it is returned with the pump.
- DO NOT return the sling when a patient lifter is sent in for repair. Sunrise does not accept any responsibility for loss or damage to the sling if it is returned with the lifter.

### **ESTIMATE FEE**

- Sunrise Medical Canada Inc. will evaluate product sent to Technical Service and provide a written quote for repair.
  - An estimate fee of \$50 will apply if the quote is not approved and the product is returned to the dealer unrepaired.
  - The estimate fee will be waived if the quote is approved and the charges for parts and/or labour will apply.

### **LABOUR FEE**

- Labour fee is \$95.00 per hour plus tax
- All changes to a product, whether covered under warranty or not, are subject to a labour fee. Sunrise Medical Canada Inc. reserves the right to waive the labour fee in special circumstances.
- If a product is returned for warranty consideration but the issue is due to customer abuse then a quote for parts and labour will be submitted for approval.
- Under no circumstances will product be returned to a dealer if any aspect of it is deemed to be unsafe. Safety issues must be resolved before it can be shipped.

### **TRAVEL FEE**

- Technical Service support at a customer or dealer site will be billed at \$100 for a visit within the Greater Toronto Area. Expenses for visits outside the GTA will be negotiated.