

Extended Warranty



Protect your Novis product with extended warranty.

You have the option to extend your warranty for one or two years over and above the standard warranty period. Our extended warranty plans are detailed below. Please refer to the standard warranty statement over the page.

Call our customer service team on 1300 738 885 for more information or to place an order.

Extended warranty must be purchased at the time of product purchase.



CODE	DESCRIPTION	STANDARD WARRANTY	1 YEAR EXTENSION	2 YEAR EXTENSION
APMBL-R01	BetterLiving Mattress Replacement System	1 year	\$180	NA
APMBL-L01	BetterLiving Mattress Overlay System	1 year	\$120	NA
APMPC-R01	ProCair Mattress Replacement System	3 year	\$150	\$120
APMPC-R01K	ProCair Mattress Replacement System, King Single	3 year	\$175	\$140
APMPC-R02	ProCair Plus Mattress Replacement System	3 year	\$215	\$170
APMPC-R02K	ProCair Plus Mattress Replacement System, King Single	3 year	\$250	\$200
PTAM8210	ProCair Pro Mattress Replacement System	3 year	\$250	\$200
PTAM8211	ProCair Pro Mattress Replacement System, King Single	3 year	\$275	\$220
FAMCM-M01	CairMax Duo Foam Air Surface, Mattress Only	2 year	\$135	\$110
FAMCM-M01K	CairMax Duo Foam Air Surface, King Single, Mattress Only	2 year	\$175	\$140
FAMCM-R01	CairMax Duo Foam Air Surface System	2 year	\$180	\$145
FAMCM-R01K	CairMax Duo Foam Air Surface System, King Single	2 year	\$220	\$175
FAMCM-R02	CairMax Foam Air Support Surface	2 year	\$120	\$95
FAMCM-R02K	CairMax Foam Air Support Surface, King Single	2 year	\$150	\$120

This warranty is provided by

Novis Healthcare (ABN 45 102 735 491)
of Unit 11, 12 Mars Road Lane Cove West
New South Wales 2066.

Novis Healthcare (Novis) products are manufactured to the highest quality standards and are thoroughly tested and inspected before leaving our factory. In addition to any statutory rights and remedies you may have, Novis warrants all of its products sold directly or via an Authorised Novis Australia Dealer against defective workmanship and faulty materials from the date of purchase by the end user for a period of twelve months unless otherwise specified for that product and its components.

Warranty Claims

To claim under this warranty, please contact Novis Healthcare and have your receipt or proof of purchase available. Novis Healthcare may need to assess the defect before determining any claim, and additional information may be requested to process your claim. Claims without proof of purchase may not be able to be processed.

Novis Healthcare may at its option inspect the goods on site or require them to be returned to its premises or one of its Authorised Service Agents in person or freight prepaid by you.

Novis will undertake at its option, to repair or replace, free of charge, each product or part thereof on the condition that:

- The product found on examination, to be suffering from a manufacturing defect;
- The product or relevant part has been serviced regularly by Novis or one of its Authorised Service Agents and has not been subjected to misuse, neglect or been involved in an accident;
- The repairs are not required as part of normal wear and tear.

At our option

- Goods repaired may be replaced by refurbished good of the same type rather than being repaired.
- Refurbished parts may be used to repair goods.

Novis Healthcare will not be held responsible for any repair other than those carried out by it or one of its Authorised Service Agents.

Warranty repairs do not extend the length of the warranty period.

Limited Liabilities

Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by faulty parts, manufacture or workmanship, and was not caused or substantially contributed to by other factors or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, product modification or alteration, any neglect, misuse, or excessive use, normal wear and tear or failure to follow manufacturer's instructions.

IMPORTANT NOTICE FOR AUSTRALIAN CONSUMERS:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. To obtain compensation, you will need to provide documentary evidence of the loss or damage suffered and documentary evidence that such loss or damage was a reasonable foreseeable consequence of a failure Novis Healthcare to comply with a consumer guarantee under the Australian Consumer Law. Subject to the provisions of the Australian Consumer Law, Novis Healthcare excludes, to the fullest extent permitted by law, all liability in respect of loss of profit or other economic loss, direct to indirect or consequential, special, general or other damages or other expenses or costs which may include negligence.