

Warranty Policy



Magic Mobility products are warranted for manufacturer's defects only; damage is not covered. The coverage period is from invoice date (or manufacture date if demo):

- Frame Limited Lifetime
- Electronics/Batteries 1 year
- Motors 2 years
- All other parts have a warranty policy that covers manufacturer's defects for 1 year

Warranty is void in the following cases:

- Used by individual who exceeds rated weight capacity or height requirements
- Incorrect assembly of parts or accessories
- Damage due to liquid contaminates
- Unauthorized modifications or service
 - Controllers and other electronics must be serviced by an authorized dealer
 - Any attempt to open or dismantle these items will void the warranty
- Use of other-than-original replacement parts
- Gradual deterioration in battery performance due to improper charging or left in poor conditions will void the warranty
- Parts subject to wear and tear (such as tires, upholstery, scratches, etc.)
- Failure to follow the instructions in the owner's manual

ORMESA

Ormesa products are warranted for 2 years from invoice date (or manufacture date if demo) for manufacturer's defects.

Warranty is void in the following cases:

- Used by individual who exceeds rated weight capacity or height requirements
- Incorrect assembly of parts or accessories
- Unauthorized modifications or service
- Use of other-than-original replacement parts
- Parts subject to wear and tear (such as upholstery, wheels, etc.)
- Improper use or used outside of its normal intent (such as transporting objects or loads larger or heavier than intended)
- Damage caused by the lack of regular maintenance
- Exceptional events
- Failure to follow the instructions in the owner's manual



Vela products are warranted for 2 years from invoice date (or manufacture date if demo) for manufacturer's defects.

Vela does not assume liability for damage to the product due to:

- Used by individual who exceeds rated weight capacity or height requirements
- Use of other-than-original replacement parts
- Transportation
- Misuse
- Parts subject to wear and tear
- Improper use
- Unauthorized modifications or service
- Failure to follow the instructions in the owner's manual