

VELA SEATING

Warranty & Repairs

A two-year warranty is provided with VELA chairs as standard. This warranty covers any defects which arise from manufacturing faults, and in this instance, the chair will be repaired or replaced free of charge.

Warranty terms

- The warranty applies only when original spare parts and accessories are used
- Adjustments must be made by an authorised service technician
- The warranty does not cover damage caused by transport, misuse, normal wear and tear, or incorrect use
- The warranty does not cover defects arising from excessive strain, careless and incorrect handling, or forcible damage
- The warranty does not cover batteries. It is the responsibility of the chair user to charge the chair regularly which will ensure the battery's life span.

Maintenance

- VELA recommends regular upkeep for your chair
- Detailed information on general cleaning and maintenance can be found in the user manual
- VELA advises against self-repair or modification

Claims

- Please contact us at **orders@bennett-workplace.co.uk** or telephone **01204 322 333** to:
 - Discuss your warranty
 - Report missing parts
 - Report any damages on arrival