
Instructions for returns

According to Decon's quality policy, our products must be delivered in the right quality. In the event of an external deviation, the handling shall proceed as smoothly as possible with fast and effective follow-up towards the customer. All complaints are equally important to us and always have the highest priority. In order to make a correct and quick assessment, we need as much information as possible incl. your contact information in case we need additional information for subsequent feedback.

Notification of Return / Complaint

You can find our Return /Complaint form on the website, fill it in and send it to: E-mail: info@decon.se
Enter "Complaint" in the header. In the event of a serious incident, page two should be filled out and the completed form sent to vigilance@decon.se

1. The form will be registered at Decon and assigned a complaint number.
2. If more information is needed, Decon will contact the specified contact person.
3. When returning product: Attach a copy of this document to the shipment.
4. Mark the shipment with "Complaint."
5. In case of failure of the main product, send complete device (all wheels, battery, cables, charger, etc.).
7. Feedback from Decon will come through order confirmation.

Address for return:

Decon Wheel
Södra Ekeryd 119
SE-314 91 Hyltebruk, Sweden

Return / Complaint

Do not return any products before the Return/complaint form has been sent to Decon's customer service. When returning the product, attach a copy of the Return/complaint form and possibly the delivery note, mark the shipment with "Complaint".

Before products can be returned to Decon, please make sure that all

- surfaces that have come into contact with the user must be disinfected according to instructions in the user manual,
- parts returned for complaint or warranty action should, if possible, be repackaged in the packaging in which they were sent,
- goods ordered or received by mistake must be returned in their original packaging. The product must be returned within 30 days or by contract,
- new items must be returned in unused condition.

Transport damage

If you receive a damaged delivery from Decon, you should not accept it. Feel free to document with photography. Notification of products damaged during shipping will only be accepted if we have been notified within 24 hours of delivery and when the carrier's delivery note has been marked as "damaged". The product is returned according to the return instruction.

Guarantee

If you wish to make a warranty claim, please let us know via our Return/complaint form.

Decon products are delivered with a warranty according to current agreements and include malfunctions, material defects and manufacturing defects that occur during normal use during the current warranty period.

Warranty does not cover:

- Defects that occur/may occur via normal wear and tear
- Wear and tear details such as (but not exclusively) batteries, tires/tubes, brake pads, etc.
- Failure caused by inadequate maintenance
- Damage caused intentionally or negligently
- Errors arising from failure to follow instructions for use
- Errors arising from unauthorized modification/rebuilding of the product.

In the event of a warranty action, we need to get the faulty product in return. Attach a copy of the return/complaint form, delivery note, etc. for identification of the complained product.

Package the product well to protect against transport damage, shocks, etc.

Mark the shipment with "Complaint".

Warranty repairs can, after approval from Decon, be carried out by staff/technicians trained by Decon. Decon has decision priority in matters of guarantee.

For any serious incident

A serious incident is any incident that directly or indirectly led, might have led or might lead to any of the following:

- a) the death of a patient, user or other person,
- b) the temporary or permanent serious deterioration of a patient's, user's or other person's state of health,
- c) serious public health threat.

If a serious incident has occurred or could have occurred, page 2 of the Return / Complaint Form must be completed and promptly and the entire form sent to vigilance@decon.se