

Warranties and Complaints for Product Supply

Target Audience: Riixo Clients

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WARRANTIES

In this document, “we”, “our”, or “us” refer to Newcastle Premier Health Limited. *

We warrant the supply of Riixo products only against defects or malfunctions in material and workmanship under normal use and service, with the exceptions stated below. The warranty lasts for three months from the original date of purchase. The coverage terminates if you sell or otherwise transfer the product. To keep this warranty in effect, the product must have been handled and used as prescribed in the instructions accompanying the product.

We must (at our option) repair or replace a defective unit covered by this warranty or refund the product purchase price.

Repair, replacement with a new or reconditioned unit, or refund, as provided under this warranty, is your exclusive remedy. This warranty does not cover any damages due to accident, misuse, abuse, or negligence. We must not be liable for any incidental or consequential damages. Some states do not allow limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Implied warranties of merchantability and fitness for a particular purpose are limited in duration to the duration of this warranty. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

To make a warranty claim, you must obtain a return authorization number from us, and then return the product to our company at your expense. A copy of the original dated receipt or shipping document must accompany the product. To obtain a return authorization, email our customer service at info@nph-group.co.uk. For replacement of failed products, allow up to 3 weeks for processing and shipment.

SHIPPING

We provide a free returns label which will be provided over email once the return has been authorised. We use Royal Mail tracked 48-hour delivery service with insurance of £250. The 48-hour timeline represents the period the parcel is in transit with Royal Mail and does not include the processing time, with this included average times for processing and receiving orders is 72-hours (Mon-Sat).

VALUE EXCHANGE POLICY

1. Products does not meet your requirements and there is something that is deemed to be better.
2. We will refund you the full amount and purchase the item for you.
3. A Return Authorization (RA) number must be obtained prior to returning the product to request an RA number, please email customer services and provide the following information:

Name

Address

Phone

Reason for Return Replacement item requested

Date of Purchase

Order number (found on purchase confirmation)

4. Upon receipt of the RA number, send product to:

NPH Group (c/o Riixo Recovery)

Warranty Returns Department

Office 54

44-46 Morningside Road

EH10 4BF Edinburgh

All items must be sent by tracked courier and the tracking details along with the RA number provided to info@nph-group.co.uk

5. The replaced item identified must be of a value that is the same or less than the product you purchased, provide ice, heat, and compression, be non-electrical or contain any battery powered or mechanical components, be available for purchase in the United Kingdom.
6. This offer is available for one month after date of purchase.