

Terms of use of AnyoneGo products

Wheelchairs

The product is made of plastic parts that are prone to wear. Over time, incorrect use or maintenance may damage some parts of the product.

The product is resistant to water splashes and dust. However, the resistance of the product is not permanent and may decrease over time due to normal wear and tear. Damage caused by the improper use or exposure to the effects described below is not covered by the warranty.

Wheelchairs may be damaged or more susceptible to damage if exposed to the following:

- temperatures outside the range of -5 to +70 °C or -23 to 158 °F.
- falls from a height of 50 cm and higher (especially when the wheelchair falls on its side)
- long-term immersion in water (> 24h)
- repeated exposure to strong UV radiation
- excessive or prolonged soiling

The product must not be put under excessive strain and used in the sense of riding the product up the stairs, hard impacts on objects while the animal is using the product, by throwing the product or dropping it from a height to the ground or other surface.

It is recommended to avoid any sharp shocks to the wheelchair, with or without the animal. All wheelchairs are made to measure according to the specifications provided by the customer. The manufacturer/supplier is not liable for damage caused by incorrect measurement which would cause an incorrect fit of the dog in the wheelchair.

The manufacturer is not liable for damages caused by the delivery service. The customer is obliged to check the product upon receiving it and report any damage to the manufacturer immediately.

The product must be used per the instructions for use, including the procedure for placing the animal in the wheelchair and its operation.

Maintenance

To increase the service life of the wheelchair, regular maintenance is recommended. It is important to keep the product free of dirt and other contamination that could react with the material from which the wheelchair is made. Avoid excessive cleaning in warm and hot water.

Transportation

The optimal position for transporting the Medium and Small wheelchair is in the folded position. For Micro wheelchairs, we recommend preventing the wheelchair from moving when being transported by fastening it behind the supporting part (arch).

Recommended storage

Store in a room with low humidity (<50 Rh) and temperature (+10 to + 30 °C or 50 to 86 °F).

Leg braces

The product is made of plastic parts that are prone to wear. Over time, incorrect use or maintenance may damage some parts of the product.

The product is resistant to water splashes and dust. However, the resistance of the product is not permanent and may decrease over time due to normal wear and tear.

Damage caused to the improper use or exposure to the effects described below is not covered by the warranty.

Braces may be damaged, or be more susceptible to damage, if exposed to the following:

- temperatures outside the range of -5 to +70 °C or -23 to 158 °F.
- falls from a height of 50 cm and higher (especially when the wheelchair falls on its side)
- long-term immersion in water (> 24h)
- repeated exposure to strong UV radiation
- excessive or prolonged soiling

Recommended storage

Store in a room with low humidity (<50 Rh) and temperature (+10 to + 30 °C or 50 to 86 °F).

Warranty

The warranty is defined by the legal order of the country of the manufacturer. The warranty of the goods is governed by the legal order of the Czech Republic and is provided for a period of 24 months from the date of sale.

The warranty covers manufacturing defects in the material and manufacturing of all plastic parts of the wheelchair, leg brace, and their components. The warranty does not cover the surface finish of the frame, its accessories, bearings and it also does not apply to parts that are subject to normal wear and tear.

The warranty does not cover parts of the products exposed to rough handling, neglect, improper repair, improper maintenance, alteration, modification, mechanical damage, accident or otherwise unusual, inappropriate or incorrect use.

Damage resulting from normal wear and tear, including the consequences of material fatigue, is not covered by this warranty.

Damage caused by the fatigue of the material is a sign that the parts are worn out by standard use. It is a type of normal wear and tear and it is the responsibility of the owner to check the product regularly.

Damage resulting from improper assembly or maintenance, or the adding of parts and accessories incompatible with a particular AnyoneGo product, are not covered by the warranty. All fees for services associated with warranty service are the responsibility of the owner of the product.

Repairs under warranty

When applying the warranty, the manufacturer/supplier will repair the damaged product or part, or if possible exchange it for the same or the most similar and comparable product or part of a product available in the period of proper and justified application of the warranty. When putting the product back to use, all costs associated with the differences in the new product are paid by the owner. The subject of the warranty is only the product as such, the service work associated with the adjustment or improvement of the product due to the replaced part is fully borne by the owner. To a repaired or replaced product or its part, only a warranty provided by law applies.