

Extended Warranty Terms and Conditions

24-7 Healthcare — Version 2.3. Date of Issue: 30 July 2026.

THESE CONDITIONS DO NOT AFFECT YOUR STATUTORY RIGHTS.

1. About this warranty

1.1 This warranty is given by Saadia Ltd, trading as 24-7 Healthcare, of 19 Victoria Terrace, Hove, East Sussex BN3 2WB.

1.2 The extended warranty runs from the end of the standard 12 month warranty period for the further period shown on your invoice. Your standard warranty terms apply during the first 12 months.

1.3 Territorial scope: mainland United Kingdom.

1.4 The cover and charges depend on the type of extended warranty purchased. Please refer to your invoice, or contact us, for confirmation of what you have bought.

1.5 This warranty is in addition to your statutory rights and does not affect them.

2. Cancelling your extended warranty

2.1 Where you bought the extended warranty at a distance or away from our premises, you have 14 days from the date of purchase to cancel it and receive a full refund, provided no claim has been made.

2.2 To cancel, tell us by any clear statement using the contact details in section 7.

2.3 After the 14 days, the extended warranty is non-refundable unless we agree otherwise in writing.

3. What is covered

3.1 This warranty covers defects in materials and workmanship in the goods we have supplied. Where a covered defect arises, we or an authorised repairer will carry out the necessary repair, or replace parts, free of charge.

3.2 Any part repaired or replaced under this warranty is covered for the remainder of the warranty period.

3.3 Labour is included.

3.4 Where a repair is not possible within a reasonable time, or after a reasonable number of attempts, we will offer a replacement.

4. What is not covered

4.1 Because this warranty covers defects in materials and workmanship, it does not cover:

- Wear, depletion or normal degradation of consumables, batteries and wear-and-tear parts. Where such an item fails because of a manufacturing defect rather than through normal use, it is covered.
- Faults caused by accidental damage, misuse or neglect.
- Faults caused by unauthorised alteration from the manufacturer's specification.
- Faults caused by the goods not being maintained in accordance with the manufacturer's recommendations.

4.2 Where repairs have been attempted by anyone other than us or an authorised repairer before we were notified, this affects the warranty only to the extent that the unauthorised work caused the fault.

4.3 This warranty is not transferable.

4.4 None of the exclusions in this section affect your statutory rights. If goods are faulty, not as described, or not fit for purpose, you have rights under the Consumer Rights Act 2015 which apply regardless of this warranty and which we will honour.

5. Servicing condition

5.1 The equipment must be serviced every 12 months from the date of installation, for each year the extended warranty runs.

5.2 The service must be carried out by us or by an authorised repairer with the competence and authorisation required by the manufacturer.

5.3 The price of a service is agreed with you before it is carried out. Consumables and wear-and-tear parts replaced during a service are chargeable, and any additional parts or charges are agreed with you before they are replaced.

5.4 If the equipment is not serviced as required, this warranty may not apply to a fault that the missed servicing caused or contributed to. It does not otherwise affect your cover, and it does not affect your statutory rights.

6. Where we provide warranty service

6.1 Territorial scope: this warranty applies in mainland United Kingdom.

6.2 On-site service is provided to the delivery address recorded on your order. Where you move the goods to another address, please contact us before arranging service.

6.3 Where the delivery address is more than 10 miles from our nearest operating location, an out-of-area surcharge of £2 per mile applies to the distance beyond those 10 miles, charged on the return journey. This surcharge does not apply where you are exercising your statutory rights in respect of faulty goods.

Return-to-base cover

6.4 Some orders are supplied with return-to-base cover instead of on-site service. Where this applies, it is stated on your quotation and the price reflects it. Under return-to-base cover you send the goods to us, or ask us to collect them, rather than us attending your address.

6.5 Where goods were originally delivered to you by post or courier, they must be returned to us by the same means for a warranty repair.

6.6 Where the fault is covered by this warranty, or where you are exercising your statutory rights in respect of faulty goods, we bear the cost of carriage in both directions. Where no fault is found, or the fault falls outside this warranty, section 9 applies.

7. How to make a claim

7.1 Contact us at Saadia Ltd trading as 24-7 Healthcare, Unit 7 Firmdale Village, Ryan Drive, Brentford TW8 9ZB. Telephone: 0208 577 2789. Email: admin@24-7healthcare.co.uk. Please quote your invoice or order number and describe the fault.

7.2 Faults may be reported at any time. Calls received outside our business hours (9am–5pm, Monday to Friday, excluding bank holidays) are processed on the next working day.

7.3 On a defect occurring, please stop using the goods where it is safe and practical to do so, and do not arrange alterations or repairs before we have inspected them.

8. Our timescales

8.1 We will acknowledge your claim within 5 working days and arrange inspection, repair or replacement.

8.2 We aim to respond to a reported fault within 1 working day.

8.3 We aim to complete a repair or replacement within 5 working days of inspection, subject to parts availability.

8.4 Where these timescales cannot be met, we will tell you why and agree a revised date with you. Nothing in this section limits your statutory right to a repair or replacement within a reasonable time and without significant inconvenience.

9. Charges

9.1 Where we attend or examine goods in response to a reported fault and no fault is found, a call-out charge of £120 applies. This includes the first hour on site. Additional time is charged at £45 per hour.

9.2 The call-out charge applies only where no fault is found. Where a fault is found, no call-out charge is made, even if more than one visit was needed to identify it.

9.3 We will tell you that this charge may apply before a visit is arranged.

9.4 Where a fault is found but falls outside this warranty under section 4, we will quote the cost of repair before carrying out any work.

10. Parts

10.1 The supply of parts is the responsibility of the manufacturer of the equipment, and we use manufacturer-approved parts.

10.2 Where original manufacturer parts are unavailable within a reasonable time, we will discuss a suitable equivalent part or an alternative remedy with you so that your repair is not unreasonably delayed.

11. Complaints

11.1 If you are unhappy with how a claim has been handled, please contact us at the details in section 7. We will acknowledge your complaint within 1 working day and aim to resolve it within 14 working days.

Saadia Ltd, trading as 24-7 Healthcare. Registered in the United Kingdom, company number 5549717. Registered office: 19 Victoria Terrace, Hove, East Sussex BN3 2WB. VAT number 872 0580 25. Correspondence address: Unit 7 Firmdale Village, Ryan Drive, Brentford TW8 9ZB. Tel: 0208 577 2789.