



Terms and Conditions of Use

Effective as of November 1, 2010, United States only.

Nova reserves the rights to update or modify the Terms and Conditions of its website at any time. As a result, please be sure that you review the Terms and Conditions when using the website.

Nova Website Use

Welcome to www.novamedicalproducts.com, operated by Nova Medical Products, Inc. Nova is a leading innovator and manufacturer of Mobility, Bathroom Safety, and Independent Living Products. **Nova products cannot be purchased directly from Nova** by phone or through this website, as the site is for company and product information and viewing only. In order to purchase Nova products or inquire about pricing, you must contact a Nova dealer.

Copyright Notice

All of the content found on Nova's website is subject to trademark, service mark, trade dress, copyright and/or other intellectual property right or licenses held by Nova. The information protected by these terms includes text, pictures, graphics, audio/video clips, page headers, and illustrations.

The content is meant for personal, noncommercial use by users who visit our website. Website users may save/download/print information as long as the information is only used for personal use, is not modified or deleted in any way, and is not transmitted through alternative media. In order to use Nova's content for commercial use the other party must receive permission from Nova to do so.

Nova's Privacy Policy

Our highest concern is to respect your privacy. Please make yourself familiar with our privacy policy.

Website Use:

- ✧ You can browse our website and view our products and other news without signing in and revealing any personal information. If, however, you wish to customize products, share products with others, or submit comments, you will need to create an account and register a limited amount of information.

Personal Information:

- ✧ You choose the information that we collect during the registration process.
- ✧ Your personal information is gathered for the purpose of making your experience with our website more personalized and enjoyable, as well as to better understand and build a closer relationship with our customers.
- ✧ Please note that any personal information, pictures, emails, and other information submitted by the customer must be owned by him/her.
- ✧ Nova will not share your personal information or submissions without seeking permission.

- ✧ If, at any time, you wish to remove your personal information from our website, you can delete your account.

Forward to a Friend:

- ✧ You may forward products to your friends and they will receive a link to our website. We will not use or distribute any of your friends' personal information.

Testimonials, Our Heroes, and Feedback

- ✧ Please feel free to contact us regarding feedback or to let us know about someone who you feel is a true hero. All information is welcomed and encouraged, as we love to hear from our customers. We will contact you if we wish to share any of the information on our website; otherwise, it will remain private.

Website Restrictions

For Our Customers

- ✧ You may only use Nova's website for personal use to view information about Nova products.
- ✧ You may not distribute or reproduce information contained on the website, excluding the forward to a friend feature, unless you obtain a written consent from Nova.

For Third-Party Websites

- ✧ Third-party websites may not link to Nova's website in order to appear as a sponsor of or affiliated with Nova.
- ✧ Third-party websites may not attempt to make Nova appear to be endorsing that company, its products, or services.
- ✧ Third-party websites must have written consent from Nova in order to use any of Nova's information, including graphics, text, trademarks, patents, pictures, and other property owned by Nova.
- ✧ Third-party sites may not use wording or group letters for their brand/product names similar to Nova's, as this would confuse the customer as to the third-party's association with Nova.

Nova Product Warranties

Limited Lifetime Warranty

Nova stands firm on its commitment to providing the highest quality products, as well as exceptional service. Nova products are built to precise standards and are thoroughly inspected prior to shipment. The limited lifetime warranty represents the confidence in the materials and workmanship Nova places on its product.

Nova extends the limited lifetime warranty only to the original purchaser of the product, not to any subsequent purchaser or owner. The warranty is void upon any sale or transfer of ownership or use by another person. Nova warrants its products are free from defects in material and workmanship under *normal* use for the period commencing on the date of purchase and continuing for the following specified period of time after that date:

- ✧ Metal frame
- ✧ Non-Metal/Metal parts¹

Limited Lifetime Warranty
One Year Limited Warranty

The limited lifetime warranty does not cover problems due to user negligence, misuse of the product, failure to adhere to product instructions, or normal wear and tear. Items that have been subject to negligent abuse or that have been modified without prior written authorization are not covered within the warranty.

Warranty Service

For warranty service, please contact the dealer from whom you purchased your Nova product. In the event that you do not receive satisfactory service, please call us directly at the number below under “Nova Contact Information.” Please **do not** return any products to our office without prior consent. Repair or replacement is the only remedy under this limited warranty.

The warranty does not include any labor or shipping charges incurred in replacement part installation or repair of product. *The warranty is exclusive and in lieu of all other expresses warranties, implied warranties, if any, including the implied warranties of merchantability and fitness for a particular purpose. Nova shall not be liable for any consequential or incidental damages.*

Please be prepared to indicate the following about your product:

- ✧ The nature of the defect
- ✧ The product serial number
- ✧ The name and location of where you purchased the product
- ✧ A receipt for your purchase.

Nova Product Warning



Failure to follow any or all safety instructions may result in serious injury or death.

To ensure the highest degree of safety while using Nova products, please refer to your user guide and also abide by the following:

- ✧ **Do not** exceed the weight capacity for any product.
- ✧ **Do not** let others use your products without having them contact their physician.
- ✧ **Do not** self propel or scoot around while seated
- ✧ Brakes must be in locked position before using the seat. **Do not attempt to push or scoot yourself or ambulate in any way.**
- ✧ **Do not** use Nova products on stairs, escalators, moving sidewalks or any uneven surfaces.
- ✧ **Do not** attempt to reach for items while seated on a rolling walker. This motion may cause a change in weight distribution and cause the walker to tip or become unstable.
- ✧ **Do not** sit on a rolling walker while on an incline.

¹ Non-Metal/Metal Parts include wheels, hand grips, padding, cables, upholstery, bag, screws, and plastic parts.

- ✧ **Do not** use a rolling walker as a wheelchair or transport chair.
- ✧ **Do not** remove any warning stickers.

To further ensure the highest degree of safety while using Nova products, please remember the following:

- ✧ Periodically check leg and handle height adjustment screws to ensure they are secure.
- ✧ Periodically check push buttons on legs and backrest to ensure they are engaged.
- ✧ Read the user guidebook that was enclosed with the product upon purchase before operating or using any Nova product. Please also refer back to the user guide at any time if you have any questions.
- ✧ Always contact your physician or therapist before product use to determine proper adjustment and usage.
- ✧ The backrest of rolling walkers must always be attached when in use; the backrest is not designed to support the entire weight of the user.
- ✧ The rolling walker basket has a weight capacity of 10 lbs. Items should not hang over the top or front of the basket.
- ✧ Care should be taken to ensure that all height adjustment knobs, castors, or any other moving objects are in good working order before operating.
- ✧ Make sure the rolling walker frame is fully opened before use.

Nova Contact Information

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Operation Hours:
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Pacific Standard Time