

REBEL BIONICS LTD WARRANTY POLICY



Thank you for choosing Rebel Bionics. We are committed to delivering high-quality, reliable products. To support that commitment, we offer a comprehensive warranty to the original purchaser covering defects in materials and workmanship (“Manufacturing Defects”).

Warranty Coverage

Standard Warranty

- The Rebel Bionics Hand is covered for twenty-four (24) months from the activation date.
- Ancillary products are covered for twenty-four (24) months from the invoice date.

During this period, we will repair or replace any defective component or device at our discretion. If neither option is possible, we may offer a refund of the original purchase price or part thereof.

Please note: Any repairs or replacements do not extend the original warranty period.

Extended Warranty

We offer extended warranty options (3, 4, or 5 years) for the Rebel Bionics Hand. These must be purchased within the original 24-month warranty period. Unfortunately, we cannot accept extension requests after the standard warranty expires.


Warranty Limitations

To keep your warranty valid, please ensure the product is:

- Purchased from Rebel Bionics or an authorized distributor
- Unaltered and used in accordance with our Instructions for Use (IFU)
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Your warranty **will not** cover damage caused by:

- Misuse, tampering, abuse, neglect, or improper storage
- Incorrect assembly or use of unauthorized components
- Water or accidental damage

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- Cosmetic wear and tear
 - Third-party modifications or repairs
 - Loss, theft, or shipping damage
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If a warranty claim is found to be invalid, we'll still ensure your device meets basic safety standards with a complimentary repair for the first instance. Subsequent non-warranty repairs may incur a charge.

Depending on your account terms, upfront payment may be required before repairs begin.

Service & Maintenance

We offer a complimentary service twelve (12) months after activation of the Rebel Bionics Hand (whether under standard or extended warranty).

For extended warranties, an additional service is included for each year of coverage.

Services may include but is not limited to; firmware updates, internal checks, and rubber component replacements. We'll contact you or your distributor six weeks in advance to schedule your service.


Declining a service won't void your warranty.

How to Submit a Warranty Claim

If you believe your device has a manufacturing defect, please contact our Customer Service team right away by phone or email with the following:

- Your contact information
- Device serial number and purchase order number
- Description and evidence of the issue (photos/videos)
- Confirmation of any injury related to use

We'll acknowledge your request within 3 working days and may request further information or evidence.



If eligible, we'll issue return instructions. While you'll handle the cost of shipping the item to us, we'll cover return shipping and the shipment of any replacements.

Once received, your device will undergo a thorough evaluation and quality inspection. We'll keep records of all service work for compliance.

Important Notes on Returns

Please only send in the affected Rebel Bionics product. If third-party items are included, we will store them securely but cannot service or take responsibility for them.

If our team believes separating the device from a third-party component could cause damage, we'll request written consent before proceeding. Without this consent, the product will be returned unexamined and in its received condition.

Our Commitment to Quality

Every warranty claim helps us maintain and improve our product standards. All claims are reviewed monthly as part of our ISO 13485-compliant quality assurance process.

To the fullest extent allowed by law, our liability is limited to the cost of the affected product or part. The warranty does not cover associated costs such as transportation, labour, loss of use, or other incidental or consequential damages.

This warranty provides specific legal rights that may vary depending on your location. Rebel Bionics makes no other expressed or implied warranties beyond those stated herein.

Need Assistance?

If you have any questions or need to submit a warranty claim, feel free to contact our Customer Service team:

✉ hello@rebelbionics.com

☎ +44 (0)113 271 4414

Please note: Our warranty policy is subject to updates. The latest version is always available on request or through our official channels.