



Key Way Medical Inc.
377 S. Lemon Ave., Suite #C
Walnut, CA 91789
info@keywaymedical.com
909.480.0307

ReNuCare+ Protection Plan – Terms & Conditions

Congratulations on purchasing the **ReNuCare+ Protection Plan** from **Key Way Medical, Inc.** Please read these Terms and Conditions carefully so you fully understand your coverage. Also review your **Order Summary or purchase receipt**, which defines the **Covered Product**, **Coverage Amount**, and **Coverage Term** of this Protection Plan.

1. DEFINITIONS

- **"We", "Us", "Our"** – Key Way Medical, Inc., located at 377 S. Lemon Ave, Suite #C, Walnut, CA 91789. You may reach us at **(909) 480-0307** or **info@keywaymedical.com**.
- **Administrator** – Key Way Medical, Inc., same address and contact details as above.
- **"You", "Your"** – The individual or entity who purchased this Protection Plan or to whom this Plan was properly transferred in accordance with these Terms and Conditions.

Order Summary Terms:

- **Protection Plan Price** – The price paid for the ReNuCare+ Protection Plan.
- **Coverage Start Date** – The date coverage begins under this Protection Plan.
- **Waiting Period** – A period (0–30 days) between the Plan purchase date and the Coverage Start Date. Issues occurring during the Waiting Period are considered pre-existing and are **not covered**. If a pre-existing condition is found during this period, the Plan will be canceled, and a full refund issued.
- **Coverage Term** – The number of years of coverage (1 or 3 years) starting from the Coverage Start Date, after any Waiting Period. The Plan works alongside any existing manufacturer's warranty but does not replace it.
- **Covered Product** – The electric wheelchair listed in your Order Summary.
- **Coverage Amount** – The original purchase price of the Covered Product.
- **Deductible** – Any applicable deductible will be listed in your Order Summary.

2. COVERAGE & TERMS

The ReNuCare+ Protection Plan covers **mechanical or electrical failures** of your electric wheelchair that occur during normal usage, for the duration of the Coverage Term. Coverage includes manufacturer-approved repairs or replacements of defective parts such as:

- Batteries
- Controllers
- Other electrical components
- Motors and drivetrain components



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- Connectivity ports, buttons, and switches
- Defects in materials or workmanship
- Damage from dust, internal overheating, or internal humidity/condensation
- Operational failure from a power surge (must be connected to a surge protector)

3. BATTERY COVERAGE

Battery coverage includes up to **five (5) battery repairs or replacements** during the first three years of the Coverage Term when the original rechargeable battery is found defective by Key Way Medical.

We may require the return of the defective battery before a replacement is shipped. Battery coverage is available only for **new or manufacturer-refurbished electric wheelchairs**.

4. FILING A CLAIM

To file a claim:

- Email info@keywaymedical.com or call **(909) 480-0307**.
- Provide your proof of purchase, serial number, and description of the issue.
- We may attempt to troubleshoot the issue before authorizing service.

5. HOW WE SERVICE YOUR PRODUCT

At our discretion, we will:

- Repair your electric wheelchair, or
- Replace it with a comparable model, or
- Provide a store credit or refund up to the Coverage Amount

Replacement parts may be **new, rebuilt, or non-original manufacturer's parts** that meet factory specifications.

6. LIMIT OF LIABILITY

Total claims under this Protection Plan cannot exceed the original purchase price of the Covered Product. Once the Coverage Amount is reached, the Plan will be considered fulfilled and coverage ends.

We are **not responsible for incidental or consequential damages**, including property damage, lost time, or personal inconvenience.



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7. YOUR RESPONSIBILITIES

- Provide proof of purchase when filing a claim.
- Purchase the correct Plan for your product type.
- Properly maintain, store, and use your electric wheelchair per the manufacturer's instructions.

8. WHAT IS NOT COVERED

This Plan does **not** cover:

- Scooters, standing beds, or any product other than the covered electric wheelchair
- Any issues occurring before the Coverage Start Date or during the Waiting Period
- Intentional damage, misuse, neglect, or abuse
- Theft, loss, or cosmetic damage that does not affect function
- Damage from weather, flooding, fire, or other natural disasters
- Shipping damage, improper assembly, or modifications
- Any product with removed or altered serial numbers
- Issues covered by manufacturer's warranty or recall
- Consumable items or accessories not integral to the wheelchair's operation

9. NO LEMON POLICY

If your electric wheelchair requires **two (2)** repairs for the same issue within 12 months, and the same issue occurs again, we will replace the unit or issue a settlement up to the Coverage Amount.

10. CANCELLATION

- You may cancel within **30 days** of purchase for a full refund.
- After 30 days, a prorated refund will be issued based on the remaining term.
- We may cancel for nonpayment, fraud, or misrepresentation.

11. ARBITRATION

Any disputes will be resolved through **binding arbitration** in California, per the rules of the American Arbitration Association.

12. GUARANTEE

This is **not an insurance policy**.