

Limited Liability Coverage

At Baiera Wellness Products, our goal is to provide quality materials and workmanship in the construction of the product. If, however, you discover a material defect in your step2bed, simply contact us at info@step2health.com or at 619-633-3305 for instructions on how to claim your warranty.

What does this Warranty cover?

The warranty covers any defects in the step2bed you have purchased (the “product”) due to materials or workmanship for the first 90 days you own the step2bed. This Warranty covers you if you are the original owner of the step2bed and purchased it directly from Baiera Wellness Products or from an authorized retailer.

How long does the coverage last?

This Warranty lasts for the first 90 days since purchasing the step2bed.

What will Baiera Wellness Products do?

If the step2bed, when used properly, is shown to be defective due to material or workmanship within the applicable warranty period, then we will, at our option, either: (a) repair or replace any defective or non-conforming goods; or (b) refund the portion of the purchase price relating to any defective or non-conforming goods.

What is not covered by this Warranty?

This Warranty is limited to major defects that result from poor construction or workmanship or defective materials. Examples of defects include, but are not limited to, product being bent or damaged in transit that leaves it unable to be assembled. Every step2bed is constructed individually, one at a time. As such, some degree of individualization of the finished product is an inherent part of that product. Defects that do not prevent reasonable continued use of the step2bed are not considered to be defects. For example, surfaces may not be perfectly even, and non-slip skid tape could have air bubbles caused during assembly. Additionally, tall and short grab bar may need to be pushed/manipulated to assemble the product when inserting the grab bars into the step portion of the product.

These are not considered to be defects. This Warranty does not apply when, upon inspection, the step2bed is found to be in an unsanitary condition or has been used, or when the product failure is due to a cause other than defective workmanship or materials. The following are examples of what is not covered under this Warranty: (a) Product is used; (b) Product is unwrapped from packaging; or (c) cosmetic damages/scratches are caused through shipping. In addition, this Warranty does not cover conditions resulting from abusive handling, misuse, or neglect, including: (a) bending or damaging the step2bed; (b) excessive jumping on the step2bed; (c) attempting to clean the step2bed in an inappropriate manner; and (d) improper storage of the step2bed (including storage in damp locations, areas infested with insects or rodents, or any other unprotected storage areas).

Additional limitations

THIS WARRANTY DOES NOT COVER DAMAGES IN EXCESS OF THE PURCHASE PRICE THAT YOU PAID FOR YOUR STEP2BED. ADDITIONALLY, TO THE EXTENT PERMITTED UNDER STATE LAW, LABOR COSTS, INCLUDING REPAIR COSTS, AND OTHER INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED BY THIS WARRANTY. UNLESS YOU ARE A CONSUMER WHO PURCHASED THE STEP2BED FOR PERSONAL, FAMILY, OR HOUSEHOLD PURPOSES, THERE ARE NO WARRANTIES BEYOND THIS WARRANTY EXPRESSLY STATED ABOVE, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, WHICH WARRANTIES ARE HEREBY SPECIFICALLY EXCLUDED. IF YOU ARE A CONSUMER WHO PURCHASED YOUR STEP2BED FOR PERSONAL, FAMILY, OR HOUSEHOLD PURPOSES, THE AFORESAID IMPLIED OR STATUTORY WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD DESCRIBED ABOVE.

How to make a claim under this Warranty.

To make a claim under this Warranty, send a brief written description of the problem, plus proof of purchase (such as a dated sales receipt), postage prepaid, to Baiera Wellness Products at: P.O Box 99513, San Diego, CA 92109. For more information, please call 619-633-3305 or visit www.step2health.com and contact us at info@step2health.com.