



WARRANTY STATEMENTS

FOR PRODUCT LINES

FROM

TECHNIMOUNT SYSTEM



Technimount System
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WARRANTY STATEMENT

This statement constitutes Technimount' s entire warranty with respect to the aforesaid equipment. TECHNIMOUNT SYSTEM MAKES NO OTHER WARRANTY OR REPRESENTATION EITHER EXPRESSED OR IMPLIED, EXCEPT AS SET FORTH HEREIN. THERE IS NO WARRANTY OF MERCHANTABILITY AND THERE ARE NO WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT SHALL TECHNIMOUNT BE LIABLE HEREUNDER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR IN ANY MANNER RELATED TO SALES OR USE OF ANY SUCH EQUIPMENT.

Technimount System (Technologies CGC Inc.) warrants to the original purchaser (“Buyer”) of the hardware with which this Limited Warranty is included (“Hardware”) that the Hardware will be free from defects in workmanship and materials under normal use (“Defects”) for a period of **one (1) year** from the date that the Hardware was first purchased by you (“Warranty Period”). During the Warranty Period the Hardware will be repaired or replaced (“Limited Warranty”) without charge to you for either parts or labour. The parts may be repaired or replaced with either new or refurbished parts; the product may be replaced for a new or refurbished product. For this Limited Warranty “refurbished” entails parts and products, which have been returned to factory specifications. If the Hardware is repaired or replaced within the Warranty Period, the greater of the remaining warranty period will apply or three (3) months from the date of repair/replacement. If the Hardware is repaired or replaced after the Warranty Period has expired, the Warranty Period for the repair or replacement will expire three (3) months after the date of repair or replacement.

The Limited Warranty does not apply to normal wear that should result from, does not apply when the Hardware is opened or repaired by someone not authorized by the “Seller” and does not cover repair or replacement of any Hardware or part there of damaged by: misuse, moisture, liquids, proximity or exposure to heat and accident, abuse, non-compliance with the instructions supplied with the Hardware, neglect or misapplication. The Limited Warranty does not cover physical damage to the surface of the Hardware, and the decision to repair, replace or refuse the coverage is final and its sole discretion of Technimount System, and is made without any compensation or obligation from TECHNIMOUNT.

The items, hardware or product define as *any type of mounting, bracket system for clipping and attaching medical equipment* is specifically designed to maintain or supporting medical equipment. It is strictly made to fill this requirement; all other use will avoid the warranty if applicable and will not involve liability of the seller (TECHNIMOUNT), on any form of the claim and may not be adapted or modified for other use.

RETURN POLICY

TECHNIMOUNT RETURN POLICY

Cot system, as Safety Arm System, Mounting bracket System for portable medical device, any components related may be returned **up to 60 days** of receipt if they meet the following guidelines:

Prior to 30 Days

- ✓ 30-day money back guarantee in effect
- ✓ Technimount is responsible for all **charges (0 %)**
- ✓ Returns will not be approved on modified item

Prior to 45 Days

- ✓ Product must be unused, undamaged and in the original packaging
- ✓ Customer is responsible for a **20% restocking fee**
- ✓ Reasons of returning the product must be provided by written
- ✓ Returns will not be approved on modified item or damaged

Prior to 60 Days

- ✓ Product must be unused, undamaged and in the original packaging
- ✓ Customer is responsible for a **30% restocking fee**
- ✓ Reasons of returning the product must be provided by written
- ✓ Returns will not be approved on modified item or damaged

RETURN AUTHORIZATION

Technimount customer service department must approve any merchandise return and will provide an authorization number to be printed on any returned merchandise. Technimount reserves the right to charge shipping and restocking fees on returned items. **SPECIAL, MODIFIED, OR DISCONTINUED ITEMS NOT SUBJECT TO RETURN.**

DAMAGED MERCHANDISE

ICC Regulations require that claims for damaged merchandise must be made with the carrier **within fifteen (15) days of receipt of merchandise**. **DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT.** Upon prompt notification, Technimount will file a freight claim with the appropriate carrier for damages incurred. Claim will be limited in amount to the actual replacement cost. In the event that this information is not received by Technimount within the fifteen (15) day period following the delivery of the merchandise, or the damage was not noted on the delivery receipt at the time of receipt, the customer will be responsible for payment of the original invoice in full.

Note:

Claims for any short or broken shipment must be made within thirty (30) days of invoice.

INTERNATIONAL WARRANTY CLAUSE

This warranty reflects Canadian & U.S. domestic policy. Warranty outside the Canada & U.S. may vary by country. Please contact your local Technimount representative for additional information.

CLAIM PROCESS

Any issue with our products, here is the process that you might want to start in order to solve this.

1. **Get information about the defective product**
 - a. Serial number
 - b. Date of purchase
 - c. Definition of the issue
 - d. Ideally pictures to be sent to technical support;
2. **Fill the information on the RMA document that you can get by:**
 - a. Web access to : <https://www.technimount.com/service-support/> go down to “Administrative Documents”
 - b. Asking directly the form to : techsupport@technimount.com or customerservice@technimount.com
3. **Send the document ideally with pictures if possible, to:**
techsupport@technimount.com
4. **You'll get a confirmation of reception, and/or the RMA number for your claim**, and a replacement will be sent immediately (**serial number is mandatory to get replacement**)
5. **We'll ask you to send or NOT to send the defective product for investigation**, depending of the pictures or the nature of your claim.
 - a. If asked, the paperwork for returning the defective product will be sent to you over email.
6. **Closing and Conclusion:**

Once we receive the defective product:

 - a. If after investigation, we found that our product is defective, we'll take corrective action and close the claim; OR
 - b. If after investigation, that our product is NOT defective (physical abuse, or simply not covered by the warranty); we'll send you an invoice for the replacement sent.

You're invited to read the user's manual and see the maintenance section; cleaning and maintenance.

***** *END of Process* *****

QUESTION ON OUR POLICY

If you may have any question, about our policy of return or our warranty of satisfaction, please don't hesitate to contact our customer service to get answers.

You can reach the customer service at:

CONTACT INFORMATION

Contact Technimount System Customer Service or Technical Support at:

Phone: 1.581.998.9820

Fax: 1.855.339.6351

Emails:

General info: info@technimount.com

Customer Service: customerservice@technimount.com

Technical Service: techsupport@technimount.com

Website request: www.technimount.com

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