

## WARRANTY STATEMENT

This statement constitutes TECHNIMOUNT SYSTEM's entire warranty policy with regards to the TECHNIMOUNT SYSTEM Products. TECHNIMOUNT SYSTEM MAKES NO OTHER WARRANTY OR REPRESENTATION NEITHER EXPRESSED NOR 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 SYSTEM 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.) guarantees to the original "Purchaser" of the "Hardware" with which this "Limited Warranty" is included that the Hardware will be free from "Defects" in workmanship and materials under normal use for a "Warranty Period", one (1) year from the date that the Hardware was first purchased by the Purchaser. During the Warranty Period, the Hardware will be repaired or replaced according to the "Limited Warranty" without charge to the Purchaser for either parts or labor. 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" means 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 normal use. It does not apply when the Hardware or any component is opened, disassembled, or repaired by someone not authorized by "TECHNIMOUNT SYSTEM" and does not cover repair or replacement of any Hardware or part thereof damaged by neglect, misuse, moisture, liquids, exposure to heat, accidents, abuse, and non-compliance with the instructions for installation and use provided with the Hardware. 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 SYSTEM.

The hardware, or product defined as a mounting or bracket system for clipping and attaching medical equipment is specifically designed to fill this requirement. Any other use will void the warranty and TECHNIMOUNT SYSTEM will not be held liable on any claim if the product is modified or adapted for use.

Technimount products are intended to retain a medical device in place in the case of a single crash impact. A Technimount product must NOT be used again if it was involved in a crash. The product MUST be



replaced. If the Purchaser uses a Technimount product following a crash, it is at the Purchaser's own risk and Technimount will not be held liable.

## RETURN POLICY

### TECHNIMOUNT SYSTEM RETURN POLICY

Mounting systems and bracket systems for portable medical devices may be returned up to 60 days of receipt if:

- The product has a manufacturing defect.
- The product does not meet specifications in accordance with TECHNIMOUNT SYSTEM's specification datasheets

#### PRIOR TO 30 DAYS

- Product must be undamaged and in its original packaging
- The product return request must be provided in writing and it must be approved by TECHNIMOUNT SYSTEM prior to returning the product
- Returns will not be approved on a modified or damaged item
- Charges may apply if damaged or missing item
- Customer is responsible for a 10% restocking fee

#### PRIOR TO 45 DAYS

- Product must be unused, undamaged and in its original packaging
- The product return request must be provided in writing and it must be approved by TECHNIMOUNT SYSTEM prior to returning the product
- Returns will not be approved on modified or damaged item
- Charges may apply if damaged or missing items
- Customer is responsible for a 25% restocking fee

#### PRIOR TO 60 DAYS

- Product must be unused, undamaged and in its original packaging
- The product return request must be provided in writing and it must be approved by TECHNIMOUNT SYSTEM prior to returning the product
- Returns will not be approved on a modified or damaged item
- Charges may apply if damaged or missing items



- Customer is responsible for a 30% restocking fee

## RETURN AUTHORIZATION

TECHNIMOUNT SYSTEM's customer service department is responsible for approving any merchandise return and will provide a Return Merchandise Authorization (RMA) number to be printed on any returned merchandise. TECHNIMOUNT SYSTEM 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 receiving merchandise. DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT. Upon prompt notification, TECHNIMOUNT SYSTEM 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 SYSTEM 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 and the U.S.A. domestic policy. Warranty outside Canada and the U.S.A may vary by country. Please contact TECHNIMOUNT SYSTEM Customer Service for more information.

## CLAIM PROCESS

Please follow the claim procedure below to return a defective product:

Fill in the RMA form online at <https://www.technimount.com/service-support/service-support-overview/>

### REQUIRED INFORMATION:

- Serial number
- Invoice number
- Identification of the issue
- Upload the pictures of the issue
- Submit the form



A confirmation of the receipt of the claim will be sent to you within 2 business days. If you have not received a confirmation email by then, please contact [techsupport@technimount.com](mailto:techsupport@technimount.com).

If the RMA request is approved, TECHNIMOUNT SYSTEM will provide you with an RMA number for your claim. We will also include instructions for the replacement of your product. No product return will be accepted without the RMA number labeled on the outside of the box being returned.

### **FINDINGS AND CONCLUSION:**

- If following an investigation, we find that our product is defective, TECHNIMOUNT SYSTEM will take corrective actions and close the claim
- If following an investigation, we find that our product is NOT defective (misuse or abuse of the product) the product will not be covered by the warranty. Details of our findings and conclusions will be provided to you

\* End of Process \*



**TECHNIMOUNT**  
SYSTEM™

## QUESTIONS ABOUT OUR POLICY

If you have any questions regarding our return policy, please contact our Customer Service department at [customerservice@technimount.com](mailto:customerservice@technimount.com).

## CONTACT INFORMATION

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