

PRODUCT WARRANTY.



BVS series

Bladder Volume Scanners

Product Warranty.

Dear customer,

All Mediate Medical devices are developed and manufactured to the highest possible quality requirements. If you experience problems using a device, we recommend that you first consult the manual or instructions in the support section of our website.

Mediate Medical provides a warranty on the products against defects in material and manufacturing defects for a period of 4 years from the invoice date.

In the event of a defect during the warranty period due to faulty material or workmanship, Mediate Medical guarantees a repair or replacement free of charge. When replacing the product, the warranty date will start when you purchase the original product.

In accordance with this guarantee, a service center authorized by Mediate Medical will repair or replace instruments.

CONDITIONS FOR WARRANTY

The Mediate Medical warranty is valid for products purchased through Mediate Medical or an authorized Mediate Medical distributor, properly maintained and used for the purpose for which it was made in accordance with the user instructions.

The Mediate Medical warranty expires if:

- There is an accident, theft, abuse, negligence, extraordinary wear and tear or neglect.
- Mediate Medical has not received full payment of the invoice amount.
- Warranty by buyer will be transferred to third parties.
- Purchase of product (s) or system components through an unauthorized entity.
- The model (type) or production (series) number on the device that has been edited, altered, deleted, deleted or made illegible.

- The expiry date of the product has expired.
- Repairs or changes have been made by unauthorized service organizations or persons.
- A defect is a result of external causes outside the device such as lightning, computer viruses, power outages or power surges, flooding, fire, misuse, or misuse in an environment that is not in accordance with or prescribed for the product.
- A defect is caused by connected peripherals, accessories or consumables other than those prescribed by Mediate Medical.
- The product is defective due to normal wear and tear of replaceable parts, which are intended as consumable parts such as batteries. These will have to be used in accordance with the product specifications.
- Loss or damage during transport.
- Modifications, disassembly, wiring, re-engineering, re-calibration.
- and / or reprogramming of product other than for which specific permission has been granted by Mediate Medical invalidates all guarantees.

We would like to draw your attention to the fact that the product cannot be considered as defective if changes or adjustments are required to ensure that the product meets local or national technical standards in force in countries for which the product was not originally developed or produced.

Warranty conditions may differ per country. Contact your local distributor for the warranty conditions.

If you believe that a product does not meet the conditions for warranty, then Mediate Medical will only repair or replace the product under warranty conditions if:

- A. The product is returned to Mediate Medical during the warranty period.
- B. Mediate Medical receives timely written notification with detailed explanation of non-conformity.
- C. Mediate Medical has given prior permission to return the product through a RGA number (Returned Goods Authorization) requested by the customer.

D. Mediate Medical agrees that the claimed non-conformity actually exists and is not caused by the warranty exclusions.

HANDLING MALFUNCTIONING OUTSIDE THE WARRANTY PERIOD

It is not always possible to repair a defective product. It is possible to replace the various parts. A new part also includes a new warranty period.

If a product requires service, Mediate Medical Service can deliver a replacement product within 10 business days of the date of the customer's service notification.

NEED HELP?

To help you further, you can contact our Mediate Medical Service Center for questions and information <https://mediate-medical.com/support/service/>



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