

# Get In The Loupe

## Andau Medical's 90-Day Trial

It is Andau Medical's vision to provide the best customer service and support to meet the individual needs of our customers. We pride ourselves on providing the market with exceptional service. We want to be your go-to loupe + light provider for life, not just for the lifespan of this next set of loupes + lights. Therefore, Andau Medical offers a 90-day trial to ensure that your loupes are fully functional. If you are not completely satisfied with your loupes, give us a chance to make it right.

### Manufacturing Issue

If it has been determined that the concern is related to the manufacturing of the product and is impacting the function of the loupes, Andau Medical is responsible for all costs required to replace the product.

### Functionality Concern

If you are not 100% satisfied with your loupe purchase, you have worked collaboratively with Andau Medical to make it right and we are still unable to achieve product functionality, we will gladly accept returns up to 90 days from the date the product was received. Andau Medical will cover all cost associated.

### Customer Preference

If the customer would like to make modifications to their product within the 90-day trial, the customer is responsible for the cost differential, production fee and all required shipping fees. If you are still not satisfied and would like to request a refund, a restocking fee of up to 25% of the product cost may be applied.

### Student Purchases

Students receive a 6-month trial for all loupe purchases.

\*All lighting system purchases are excluded from the 90-day Trial offer.



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In the event that the customer is unwilling to allow Andau Medical the opportunity to remanufacture the product a restocking fee of up to 25% of the product cost may be applied.