

# Admetec Product Warranty

## We've Got You Covered

Andau Medical strives to offer the best customer service in the industry and we stand behind the quality of all our products. We believe that our customers deserve the highest level of support and we recognize that our customers rely on our products to enhance their day-to-day function. We guarantee 100% satisfaction and will be there to help! We are pleased to offer a lifetime warranty on our product line against any manufacturing defects as outlined below.

### How

Andau Medical inspects all products thoroughly to eliminate defects prior to shipping. We will support our customers (original purchaser) by guaranteeing responsibility for any **manufacturing defect** that may arise for the **lifetime** of the product.

If a manufacturing defect is detected and a valid claim is received, Andau Medical will repair/replace the product at no charge.

If it has been determined that the product requires a repair/replacement due to damage caused by wear and tear, accident, abuse, misuse, and/or misapplication Andau Medical will support the customer in the process and provide a quote prior to the repair/replacement. We are committed to keeping repair costs as low as possible for our customers and providing the fastest turnaround times in the industry.

It is required that the customer follow the care and maintenance recommended by the manufacturer to qualify for the lifetime warranty on manufacturing defects.

### Limitations

Andau Medical offers a guaranteed lifetime warranty for all components with limitation for products that are subjected to regular wear and tear which require maintenance, repair, or replacement due to use. These components are excluded from the lifetime manufacturing warranty and will be covered under a limited warranty.

- **Nose Pads and Frame Hardware** – 5 years
- **Chargers** – 2 years
- **Anti-Curing Filter** – 2 years
- **Auxiliary Items** – 2 years
- **Cables** – 2 years
- **Butterfly Batteries** – 1 year
- **Orchid Batteries** - 2 years
- **Lanyards** - 6 months



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Please contact Andau Medical or your local Territory Manager if you require warranty support.