

Product Warranty & Return Policy

STANDARD LIMITED WARRANTY¹

Medical Technology Industries, Inc. (hereinafter referred to as MTI), shall repair or replace products of its manufacture, which prove to be defective in material and/or workmanship for a period of twelve (12) months from the date of shipment to the customer (the "Warranty Period"). MTI will, at its option, provide parts to the customer or repair the defective part at MTI's factory or authorized repair facility. Except as it may otherwise specifically agree in writing, MTI shall not be liable for transportation or labor charges for repairs or adjustments or other work done on any of its products by MTI's authorized dealers or service organizations.

Customer shall notify MTI of any alleged claim or defect within fourteen (14) days from the date customer discovers, or upon reasonable inspection should have discovered, such alleged claim or defect (but in any event before the expiration of the Warranty Period). All repair parts are warranted for Ninety (90) calendar days from the date of shipment to the customer. Warranty is non-cumulative.

This warranty does not apply to any part or product which upon examination by MTI or its authorized agents indicates the product has been repaired or altered in any way by persons other than MTI or its authorized agents, has been misused, abused or used in a manner contrary to any instructions issued by MTI. Any parts or products claimed under this warranty must be properly packaged by customer and returned to MTI's factory with no liability to MTI for the parts, products or transportation charges thereon.

In no event, shall MTI have any liability for consequential, indirect, incidental, special, exemplary, punitive or enhanced damages, lost profits or diminution in value arising out of or relating to a product defect or the repair or replacement of any products manufactured or sold by it.

THE FOREGOING LIMITED WARRANTY IS MADE IN LIEU OF ALL WARRANTIES EXPRESSED OR IMPLIED, AND MTI MAKES NO OTHER WARRANTY WHATSOEVER WITH RESPECT TO THE PRODUCTS INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

PRODUCT RETURN POLICY

All returns for products and service parts (the "Products") must be authorized by MTI in advance by issuance of an RMA number and returned to the facility identified in the RMA. If a return is authorized, transportation charges must be prepaid by Customer and RMA number identified on the outside of the packaging. Risk of loss with respect to returned Products shall remain with Customer until receipt by MTI.

Special order or custom Products, custom or non-standard or special color Products, discontinued Products, or single-use Products are not returnable. A Product may be returned for credit only if it is: a) in current production (i.e. not discontinued); b) in the original packaging, unused and unopened; and d) products may be returned within 6 months and service parts within ninety (90) days from the original ship date.

Products may be returned to MTI for one hundred (100) percent credit if the Customer and MTI determine in good faith that: a) MTI erred in order fulfillment or shipping; b) the Product or the Product packaging is damaged upon delivery; or c) Product is covered under the Product's warranty. A warranted Product will be invoiced upon shipment and credited in full if: a) returned within sixty (60) days from the invoice date of warranted Product; and b) upon acceptance of the returned warranted Product. Otherwise, the invoice will be due for the warranted Product. Products returned for credit are subject to a minimum restocking fee of twenty (20) percent or more at MTI's discretion to cover inspection, reconditioning and repacking costs, except if Product qualifies for a return reason listed above. MTI will issue credit (net of any applicable restocking fee) to the Customer's account upon inspection and verification of the condition of the returned Product.

¹Warranty period is generally 12 months for all MTI manufactured products. Please see product's specific warranty period for additional details.



Specialized Equipment
for Specialty Healthcare
Medical Technology Industries

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