

GET IN THE LOUPE

3-MONTH CUSTOMIZED LOUPE SUPPORT

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 3-month customized support to ensure that your loupes are fully functional. All Lighting Systems are excluded from the 3-month customized support offer.

MANUFACTURING ISSUE

If it has been determined that the concern is related to the manufacturing of the product and is impacting the function of your 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 3-months from the date your Loupes were received. Andau Medical will cover all cost associated.

CUSTOMER PREFERENCE

If the customer would like to make modifications to their Loupe product within the 3-months, 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 extended 6-month support for all Loupe purchases

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. Additional shipping charges will apply if support is required outside of North America.