

ANDAOU 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. All Lighting Systems are a final sale and non-refundable.

ADMETEC

- **Nose Pads and Frame Hardware** – 5 years
- **Anti-Curing Filter** – 2 years
- **Cables** – 2 years
- **Flamingo (all parts)** – 2 years
- **Chargers** – 2 years
- **Auxiliary Items** – 2 years
- **Lanyards** - 6 months
- **Butterfly EVO light sources** – 1 year
- **Butterfly-S EVO light sources** – 1 year
- **Butterfly Batteries** – 1 year
- **Orchid Ergo light sources** - 2 years
- **Orchid F light sources** - 2 years
- **Orchid Batteries** - 2 years

INNOVATIVE OPTICS

- **Laser Inserts** - 1 year

STA

- **STA Instruments** - 2 years
- **STA Handpieces** - 30 Days

ERGOFINGER

- **ErgoFinger Hose Kit (including tailpiece & 2-in-1 Adapter)** - 6 months

**The warranty applies to the original purchase and begins on the date of delivery.
Additional shipping charges will apply if support is required outside of North America.*