

Warranty condition EN

The following conditions comprise the requirements and scope of our free-will warranty conditions and do not affect our legal and contractual warranty obligations. This is our general conditions. By the means of service contract special conditions those terms and the period can be extended.

We offer a warranty on our products in accordance with the following conditions:

1. West Medica products are covered by a 12 month warranty. We will resolve damages or defects on West Medica products free of charge within 12 months of the purchase date under the following warranty conditions in our facility. Transports costs to our facility are not included in the warranty agreement.

For any damage or defect determined later than 12 months after the purchase date, proof of a manufacturing fault must be submitted for repair under warranty.

The warranty does not cover batteries and other parts, which are considered consumables, parts that break easily such as glass or plastic or defects based on normal wear and tear. There is no warranty obligation in the event of marginal differences compared to the target appearance and workmanship provided these have a negligible effect on the product's fitness for use, in the event of damage caused by chemical or electrochemical effects, by building inherent or surrounding vibrations, by water or generally from abnormal conditions.

2. The warranty will be performed in such a way that we shall decide whether to repair the defective parts or to replace them with working parts free of charge. West Medica reserves the right to exchange the product for a replacement product of equal value if the product that is sent in cannot be repaired within a reasonable time or at reasonable cost. The product can also be exchanged for a different model of the same value. Request for reparation on-site are subjected to a separate service contract not included in our standard warranty conditions. Parts that have been replaced or exchanged become our property.

3. The warranty claim does not apply if repairs or other work is carried out by unauthorized persons or if our products are equipped with additional parts or accessories that are not approved for our products.

4. Warranties that have been activated do not cause the warranty period to be extended, nor do they trigger a new warranty period. The warranty period for any replacement parts installed ends with the warranty period for the entire product.

5. Any other or further claims are excluded, especially those for replacement due to damage caused outside of the product, provided there is no obligatory legal liability. We therefore accept no liability for accidental, indirect or other consequential damage of any kind, which leads to usage restrictions, data loss, loss of earnings or interruption to business.

Asserting a warranty claim

1. To make use of the warranty service, you must contact the WEST MEDICA Service Center by e-mail, fax or phone (see below for contact details). You can also use the service form on our website or on the back of the warranty conditions.

During the working hours a time to first response is 72 hours. Further timing can be determined only after online or physical analysis at our workshop.

2. WEST MEDICA Service Center will try to diagnose and solve your problem. If it is determined that a warranty claim exists, you will be given an RMA number (Return Material Authorization) and you will be asked to send the product to WEST MEDICA.

IMPORTANT: WEST MEDICA will only accept parcels that have an RMA number.

Please observe the following when sending the product:

1. Send the product suitably packaged with carriage and insurance paid. Do not enclose any accessories with the products (no CD's, manuals, etc.), unless the WEST MEDICA Service Centre specifies otherwise.

The customer is responsible for deleting or making anonymous all sensitive patient health data. The protection of the patients data shall be performed before sending a device including such data.

The customer is responsible to perform a decontamination procedure and to include the decontamination protocol to the parcel.

2. Mark the RMA number on the outside of the package in such a way that it is visible and clearly legible.

3. You must enclose a copy of the sales slip as proof of purchase.

4. Once WEST MEDICA has received the product, it will meet its warranty obligations in accordance with the warranty conditions and will return the product to the sender with carriage and insurance paid.

Service outside of warranty

WEST MEDICA can refuse any service claim made that is not covered by the warranty. If WEST MEDICA agrees to provide a service outside the warranty, the customer will be invoiced for all repair and transport costs.

WEST MEDICA will not accept any packages that have not first been approved by WEST MEDICA by means of an RMA

(Return Material Autorisation).

No responsibility or financial claim is covered by this warranty for non working time of the devices nor possible loss of profit for the customer