

## 3B MEDICAL INC. STANDARD EQUIPMENT WARRANTY

3B Medical Inc. warrants that all 3B Medical Inc. manufactured and distributed equipment will be free of any defect in materials or workmanship for the period of:

Cirrus 5 Oxygen Concentrator – 3 Years

RESmart and Luna PAP Devices – 2 Years

Accessories – 90 Days.

Warranty begins from the date of shipment. The Standard Equipment Warranty covers only defects arising under normal use and do not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with product instructions, acts of nature, or improper repairs made by anyone other than 3B Medical or a 3B Medical authorized third-party service provider. 3B Medical reserves the right to substitute functionally equivalent new or serviceable used parts.

### WARRANTY CLAIMS AND PROCEDURES

Components that customer claims to be defective must be available to 3B Medical for inspection and evaluation. To be entitled to rights under the Standard Equipment Warranty, the customer must notify 3B Medical by contacting Technical Support @ 863-226-6285 Option 1, his or her sales representative and/or initiating a Support Ticket @ [www.3bproducts.com](http://www.3bproducts.com) prior to the expiration of the applicable warranty period. Following the receipt of any such customer notice, 3B Medical will determine whether the reported problem is covered by this Standard Equipment Warranty. If 3B Medical determines that the problem is covered, 3B Medical will authorize repair or replacement of the defective product, as deemed appropriate by 3B Medical in its sole discretion.

Before shipping any product to 3B Medical, the customer must obtain a written return authorization from 3B Medical. Any product received by 3B Medical without a return authorization may, at 3B Medical's option, be returned to the customer collect. 3B Medical will provide customer with new, rebuilt, refurbished or alternate equipment (or part thereof) of equal or improved quality, as exchange equipment (or part thereof) to replace eligible defective equipment (or part thereof). Rebuilt or refurbished equipment may bear cosmetic blemishes that do not affect performance. 3B Medical will ship warranty replacement at no charge. Once a return authorization is obtained, the customer is responsible for packing and shipping the defective product/component to a service facility designated by 3B Medical, within thirty (30) days after receipt of the return authorization. If customer does not return the defective equipment (or part thereof) in a timely manner, 3B Medical reserves the right to invoice customer for the list price of such equipment (or part thereof), plus applicable shipping.

### **3B Medical does not warrant or guarantee, and is not responsible for:**

Defects, failures, damages or performance limitations caused in whole or in part by (A) power failures, surges, fires, floods, lightning, excessive heat or cold, highly corrosive environments, accidents, actions of third parties, or other events outside of 3B Medical's control, or (B) customers abuse, mishandling, misuse, negligence, improper storage, servicing or operation, or unauthorized attempts to repair or alter the equipment in any way.

**3B™ Medical**