

CorVascular

Warranty and Service Policy

Effective March 1, 2025

REPAIR OR REPLACEMENT OF PRODUCT, AS DESCRIBED HEREIN, IS THE CUSTOMER'S EXCLUSIVE REMEDY. IN NO EVENT WILL CORVASCULAR OR ITS REPRESENTATIVES BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE ANY PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NEITHER CORVASCULAR NOR ITS REPRESENTATIVES ARE RESPONSIBLE FOR ANY COSTS, LOSS OF PROFITS, LOSS OF DATA, OR CLAIMS BY THIRD PARTIES DUE TO USE OF, OR INABILITY TO USE ANY PRODUCT. NEITHER CORVASCULAR NOR ITS REPRESENTATIVES WILL ACCEPT, NOR BE BOUND BY ANY OTHER FORM OF WARRANTY CONCERNING THE PRODUCT OTHER THAN THE WARRANTY DESCRIBED HEREIN. WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES, IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

STANDARD LIMITED WARRANTY

Product purchased from CorVascular include a limited warranty from the Manufacturer. During the Standard Limited Warranty period, CorVascular will provide liaison service between the Customer and the Manufacturer. This Warranty does not cover user damage, damage due to misuse / abuse, or damage that occurs after service or modification by anyone other than an Authorized Service Center. See Manufacturer's Warranty Statement for each Product for complete details. Shipping to CorVascular for repair is the responsibility of Customer. Return shipping to Customer via same method received is the responsibility of CorVascular. Air shipping is available at an additional cost to Customer.

PREMIUM BUMPER-TO-BUMPER WARRANTY

If your Product includes CorVascular's Premium Bumper-to-Bumper Warranty it must state as such on the Quotation and Invoice along with the duration of the Warranty Period. During the Bumper-to-Bumper Warranty Period, the entire Product received by Customer is covered. CorVascular warrants the Product will substantially conform to its published specifications, provided it is used for the purpose for which it was designed. For any manufacturing defect during the Warranty Period CorVascular will repair or replace the defective Product with new or reconditioned parts functionally equivalent or superior to those originally supplied. This Warranty does not cover user damage, damage due to misuse / abuse, or damage that occurs after service or modification by anyone other than an Authorized Service Center. If Product is repaired or replaced within the Warranty Period for any reason, the original warranty is not extended beyond the initial Warranty Period. This warranty is not transferrable. Ground shipping to CorVascular and return to Customer is the responsibility of CorVascular. Air shipping is available at an additional cost to Customer.

ACCIDENTAL DAMAGE COVERAGE (ADC)

If your Product includes CorVascular's Premium Accidental Damage Coverage (ADC) it must state as such on the Quotation and/or Invoice along with the duration of the ADC Period. During the ADC Period, the entire Product received by Customer is covered. ADC includes up to two (2) incidents of ADC per year during the Coverage Period. During the Coverage Period CorVascular will repair or replace the damaged Product with new or reconditioned parts functionally equivalent or superior to those originally supplied. A deductible cost to be paid by Customer applies whenever repairing or replacing a damaged Product component over \$600 list selling price. See current **ADC Deductible Cost Schedule** for details, which is updated periodically. If Product is repaired or replaced within the ADC Period, the original coverage is not extended beyond the initial ADC Period. ADC is not transferrable. Ground shipping to CorVascular and the return to Customer is the responsibility of CorVascular. Air shipping is available at an additional cost to Customer.

Default Configurations: All Product is pre-configured for optimum usage and cybersecurity. Internet access and automatic updates to operating systems, anti-virus, and anti-malware applications are deactivated by default for all Product. If Customer desires to modify the default configuration, Customer must acknowledge in writing the assumption of responsibility for cybersecurity from that point forward. See current **Reversion of Cybersecurity Settings Agreement** for details. Changes to default setup and configuration may cause anomalies and prevent CorVascular from diagnosing or resolving issues in the future. If Factory Reset is requested, a re-imaging fee of \$500 will be charged (whether within or outside the warranty period) to return the system to its original configuration. Shipping costs to and from CorVascular are the responsibility of Customer.

Inspection / Service / Calibration Requests: Customer must communicate with a CorVascular Support Representative to determine if the Product requires servicing or calibration. If CorVascular determines Product can only be diagnosed physically for servicing, the Product must be sent to CorVascular for inspection. A minimum Inspection Fee of \$250 applies. Calibration costs are quoted by the Support Representative upon request. Customers must obtain a Return Material Authorization (RMA) Number before shipping Product to CorVascular. The RMA Number must be visible on the outside and inside of the package. Absence of a visible RMA Number could result in the shipment being refused. If the Product is not sent to CorVascular within 30 days of the issuance of the RMA Number, the return authorization will be cancelled. The cost to ship the Product to CorVascular is the responsibility of Customer.

Upon receipt of Product one of the following scenarios will apply:

- **Found to be in Proper Working Order:** Customer will be charged a \$250 inspection and testing fee. Shipping costs for returning the Product to Customer is the responsibility of Customer.
- **Faulty Condition and within the Warranty:** Product will be repaired at no charge to Customer. Shipping costs for returning the Product to Customer is the responsibility of CorVascular.
- **Faulty Condition and outside the Warranty:** Customer will be presented with a quotation for the repair or replacement cost. Shipping costs in returning the Product to Customer are the responsibility of Customer.