



Westar Medical Products, Inc.

Warranty Policy:

All Westar products are warranted to be free from defects in material and workmanship only. This warranty extends for a period of five (5) years unless otherwise stated. No other warranties are expressed or implied. Any and all claims against this product shall be made in writing within this time period. Remedy for correction is limited to repair or replacement of parts as determined appropriate by Westar Medical Products, Inc. This warranty shall be voided if product is misused or is not properly installed or maintained. The warranty does not cover damage resulting from the use of cleaning, disinfecting, or sterilization chemicals or processes. The warranty also does not cover o-rings, light bulbs, or other consumables, or parts sold to OEM customers. This warranty does not cover any labor or shipping charges to or from the factory. Any consequential damage will not be covered. Damage caused by accident in shipping and handling is not covered by this warranty. The Purchaser must initiate all claims against the freight carrier within twenty-four (24) hours after damaged items are received. The claim is the responsibility of the customer. Cuts and scratches in upholstery or equipment are not covered by this warranty. Upholstery packages are warranted to be free from defects in workmanship for a period of one (1) year. All lights and their parts are warranted to be free from defects in material and workmanship for a period of one (1) year. Handpiece illumination (fiber optics) will be warranted for six (6) months to be free from defect in material and workmanship only. Invoices for replacement parts may be subject to adjustment after the manufacturer has inspected the alleged defect parts. Serial numbers and purchase orders are required for warranty replacement. Most replacement parts are warranted for ninety (90) days. All Westar products are subject to continuous development; therefore, product specifications may differ from those outlined in this publication. Your Westar dealer will always have the latest information.

Merchandise may not be returned without prior authorization. Shipping must be prepaid. A restock fee of at least 15% may be charged for non-warranty related merchandise returns. Call our customer service to obtain an authorization number and additional return information. Any custom product deviating from a standard product order, including but not limited to upholstery, cannot be returned for credit consideration. Any shortages in shipment must be filed with Westar Medical Products, Inc. within five (5) working days of receipt of shipment. Claims for items damaged in transit must be filed directly with the carrier by the receiver. Authorized return items need to be returned to Westar within thirty (30) days to be eligible for credit. A copy of the original invoice or proof of purchase must accompany the authorized return. Have serial numbers and order numbers ready when requesting returns. An R. M. A. # must be written clearly on the outside of the box.

All orders less than \$10.00 will be charged a \$10.00 handling charge.

Shipping is F. O. B. Factory.

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