

Medit i500 Scanner

In-Warranty Service 1 Year

(Additional 2 years of extension available for purchase)

Policies

- The Medit i500 comes with a standard manufacturer warranty that guarantees against defects in materials and workmanship for one year from the date of the installation, when used in accordance with Medit's user manual instructions.
- For products which require repair work within the valid warranty period of one year, Medit will provide a replacement unit and bear the cost of the product including shipping.
- The replacement unit will be manufactured on or after the date of manufacture of the unit purchased by the end user.

Requirements

- A request for warranty service is received within one year from the date of product installation and after product inspection, the product is determined to be defective.
- Warranty service is inapplicable in cases where:
 - one year has lapsed since the installation date.
 - products were supplied to resellers at a discounted rate for exhibitions, sales demonstrations, and loaner purposes, instead of at regular price.
 - there is damage to the product due to non-compliance with the installation and user guide.
 - there is damage to the product due to improper installation, storage operation, or packaging.
 - there is damage to the product due to any disassembly, repair or modification not provided by Medit or authorized resellers.

Repair and Shipping Costs

- Medit will bear the repair cost of the product including shipping.

Request for In-Warranty Procedure

- (1) The reseller must contact Medit SQA support agent (support@medit.com) to submit any request for in-warranty service.
- (2) SQA support agents will issue a Zendesk ticket which will record details of the product replacement request.
- (3) The returned product should be properly packed and shipped to Medit's office, where it will be inspected.
- (4) If it is determined that the damage to the returned unit is due to the end user's misuse, the end user will be required to pay a repair fee. SQA support agents will handle the collection of the repair fee.
- (5) Replacement units will be shipped to the reseller.