



Standard Warranty MDPro provides a three-year-warranty for the Guardian Plus main unit. Accessories, (i.e. ECG cables, transducers, etc.) carry a 90 day manufacturer warranty. The warranty period begins on the ship date of the product(s) and does not cover product failures resulting from physical damage. If buyer promptly notifies MDPro of Buyer's Warranty Claim hereunder, MDPro will repair, adjust or replace (with new or exchange replacement parts) the products which constitutes the extent of MDPro's liability under the warranty.

Extension of Warranty

Extension of standard Warranty is available:

12 Months extension is a premium of 8% of cost of unit per year

Exemption of Warranty

MDPro's obligation or liability under this Warranty Policy does not include any transportation or other charges or liability for direct, indirect, or consequential damages or delays resulting from the improper use or application of the products.

Service Procedure

In case of an after-sale service claim, Buyer should fill out a service claim Form with detailed information including but not limited to: (1) Model Name; (2) Serial Number (SN); (3) specific and detailed explanation of the problem. MDPro should have no obligation to accept any service claim without the receipt of fulfilled Service Claim Form.

Once a fully filled Service Claim Form is received, MDPro will notice the Buyer and offer a solution within three working days. The service claim will be followed up on the following two occasions:

Within Warranty:

There are two options given:

- 1) After receiving the Return Materials Authorization from MDPro, Buyer sends to MDPro the defective part(s) and informs the shipment tracking number, and then MDPro will dispatch replacement part(s) to assigned address with confirmed shipping invoice.
- 2) Buyer signs a Declaration Form and sends the copy to MDPro by either email or fax. This Declaration Form is legally certificated to guarantee that Buyer will return the defective part(s) to MDPro on time. MDPro will, at this stage, dispatch the replacing part(s) with confirmed shipping invoice.

Out of Warranty:

Buyer will receive and sign Out Of Warranty customer service agreement form from MDPro. \$250 fee is required for evaluation and will need to be paid upfront before shipping. After receiving the Return Materials Authorization from MDPro, Buyer will send back device and or defective part(s) with label provided by MDPro. MDPro will analyze the degree of trouble condition and offer a quotation to Buyer of either repairing defective part(s) or replacement unit. Once the maintenance fee is invoiced and paid, MDPro will dispatch parts to assigned address.

Return Policy

Before any shipment of materials from Buyer to MDPro, Buyer must have a Return Materials Authorization (RMA) in hand, in which the RMA number, description of returning parts and shipping instruction are included. The RMA number should be indicated on the outside of the shipping container on the shipping label. Note: MDPro should have no obligation to accept any unauthorized returned goods from either Buyer or end-user of Buyer. Buyer takes the responsibility of accounted fee on such occasion.

Freight Policy

Within Warranty:

Buyer is responsible for freight & insurance charges of the shipment to MDPro (Customs charge included). MDPro is responsible for the freight & insurance charges of the shipment to Buyer (within continental US).

Out of Warranty:

Buyer will receive shipping label after payment of \$250 out of warranty evaluation fee.