

Product Warranty

We strive to provide high quality products you can depend on. We back our commitment to quality with a complete warranty against material or manufacturing defects. Every cable is warranted for one year, and every lead wire comes with a three month warranty.

Accident, misuse, improper or inadequate maintenance, inability to use or unauthorized modification of any of our products voids the warranty.

In order to maintain our warranty policy, we ask that you inspect the shipped goods immediately upon receipt. If you find a defect or a problem with the order, then please contact us immediately. All returns must be approved by our office. Please contact our sales representative for a Return Merchandise Authorization Number (RMA#). Returns will not be accepted without the RMA#.

Orders processed or shipped incorrectly must be returned within 30 days of invoice date in order to receive full credit. Orders placed in error by the customer must be returned within 30 days to avoid a restocking charge of 20 % (customer will be charged the freight charges).

Our Quality Assurance team will inspect the products returned because of defects. If our Quality Assurance department confirms the product is defective, the credit will be issued.

We require unused product to be returned in their original packaging and in good (sealable) condition in order to receive credit. If products have been used, then they must be sanitized and packaged in such a way that they can be handled by our team members without undue exposure to potentially bio-hazardous materials. Please secure any used products in a Zip lock plastic pouch with a clearly marked label stating "potentially bio-hazardous, un-sanitized".

Our warranty liability shall in any event be limited only to the value of the goods sold and shall not include the right to damages for any other alleged consequential damage include loss of profit.

Quality Assured

Our goal is to meet and exceed the most stringent quality standards in the world.

This assures that the provisions for your applications will be met:

FDA Registered Facility

AAMI (EC-53)

CE Mark- Medical Device Directive

IEC 60601

FDA 21 CFR820 & CFR898

FDA 510K Approved Products

ANSI/AAMI EC-53-1995 Cable and Lead Standards

J-standard

Din 42-802

All of the products represented in this online catalog are produced under a Quality Management System certified to ISO 13485:2003