



Norav Medical USA / Canada / Latin America / Germany

TWO YEAR MANUFACTURER WARRANTY:

The manufacturer products of Norav Medical Ltd, Norav Medical GmbH, and Norav Medical Inc, warrant this product to be free from defects in workmanship and materials, under normal conditions, for a period of two (2) years from the original invoice date. Shipping and handling fees are to be paid for by the customer. The manufacturer agrees, at its option during the warranty period, to repair and defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for shipping, handling, packing, return postage, and insurance which will be incurred by the customer). Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase as confirmed by showing the model and serial number on original dated sales Invoice.

Non-Manufactured Devices:

Non-manufactured products warrant the product to be free from defects in workmanship and materials, under normal conditions, for a period of one (1) year from the original invoice date. Shipping and handling fees are to be paid for by the customer. The manufacturer agrees, at its option during the warranty period, to repair and defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for shipping, handling, packing, return postage, and insurance which will be incurred by the customer). Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase as confirmed by showing the model and serial number on original dated sales Invoice.

Cables for Norav Medical Products:

The manufacturer warrants this product to be free from defects in workmanship and materials, under normal operating conditions for a period of 3 (Three) months. Shipping and handling fees are to be paid for by the customer. The manufacturer agrees, at its option during the warranty period, to repair and defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for shipping, handling, packing, return postage, and insurance which will be incurred by the customer). Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase as confirmed by showing the model and serial number on original dated sales Invoice.



RMA:

- Claims by RMA for defective merchandise must be made within Two year from invoice date if Norav Medical MFG device. Non-MFG devices require One year from invoice date. Cables are (3) months. Claims for missing parts must be made within 30 calendar days after the merchandise is received.
- Any claim for defective merchandise returns must be packed in original packaging and include a copy of the original invoice
- We reserve the right to specify that items be returned to the original warehouse for inspection or be inspected by our representative in the field.
- If the claim is justified, the item(s) or part(s) will be repaired or replaced, or a credit will be issued. It is our policy to replace parts whenever possible.

Norav Medical Inc RMA Process: (Complete RMA Process Estimated Turn-Around 4-6 weeks depending on availability of parts)

1. RMA form is submitted via email to customerservice@norav.com
2. RMA is reviewed for accuracy of information and complete description for the issue of device in question.
3. Customer service rep will email the designated RMA number to be utilized as reference throughout the repair/replacement process.
4. Preparation by customer for device return
 - a) Customer to use preferable shipping method
 - b) If the item is a biohazard, it will be returned sealed inside a red biohazard bag
 - c) If the item is clean of infectious waste, it will be returned in a clear bag
 - d) Clear bag returns will be placed in a blue container awaiting repair
5. The item will be received by Norav Medical Inc located at: **601 N Congress Ave suite 105. Delray Beach FL 33445.**
 - a) Received items in a clear bag will be placed in a blue container for check and repair
 - b) Received items returned in a red bag will be placed in red container and disinfected by Norav Medical Inc. following Biohazard Guidelines and adhering to all policies and procedures before inspection and repairs are made
 - c) If an item is under warranty by Norav Medical Policy, the item will be automatically repaired with repair cost covered by Norav Medical Inc.
 - d) If the item is not under warranty Norav Medical Inc, will provide a quote for repair to the distributor
 - e) Customer Service will issue a quote to the customer
 - f) Upon arrival of the quote by customer and a PO obtained repair will be made
6. Return of the device or item:
 - a) Item will be placed and returned to customer in a blue bag with check off sheet and certification letter



New Return Approved Items:

If your Norav device purchase does not meet your satisfaction, you may return it within one month (30 days) of purchase. Your account will have a deduction of a 20% restock fee if the item is returned within the approved one-month (30 day) period. **To return an item the device must be new, unused and in its original packaging.** If the device is a treadmill, cart, or larger item you may be required to purchase a new crate if you have destroyed the original one. For treadmills you will also acquire a fee for recertification of the product. This fee will be added to the return

If the device has been purchased through a Distributor of Norav Medical, you must arrange the return through that specific Distributor. Norav will not arrange for the return directly with our office without involvement from the Selling Distributor initiating the process directly to Norav.

Final Payment for New Return:

If the item has been obtained through a distributor of Norav Medical the credit memo will be sent directly to that Distributor. It will be the Distributors' obligation to work with the customer regarding funds that might be owed for the return. All additional return fees if applicable will be added and subtracted from the original invoice total. If purchased directly with Norav Medical Inc the credits and or additional payments will be sent to the customer from Norav Medical Inc. No device will be picked up until all accounts are cleared and paid. All additional fees are required to be paid before final shipping and pickup will be scheduled.

Disclaimer

This system is intended as a decision support system for persons who have received appropriate medical training and should not be used as a sole basis for making clinical decisions pertaining to patient diagnosis, care, or management. Any application of medical information from the program, other than the original design or intended use thereof, is not advised and considered a misuse of the software product.

Norav Limited Warranty

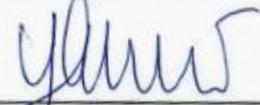
Norav Manufactured products are warranted to be free from manufacturing and material defects for a period of two (2) years from the date of shipping from Norav or the dealer to the original purchaser. Non-manufactured devices from Norav Medical carry a one (1) year warranty, excluding cables, which are a three (3) month warranty. Excluded from this warranty are expendable supply items including, but not limited to, electrodes, lead wires, patient cables, and batteries. This warranty does not apply to any product that Norav determines has been modified or damaged by the customer.

Except for the express warranties stated above, Norav disclaims all warranties including implied warranties of merchantability and fitness. The stated express warranties include but are not limited to, special, indirect, or consequential, arising out of or in connection with the use or performance of Norav products.

Any action for breach of warranty shall be commenced within one (1) year of said breach or be forever barred. Any repairs made to the product that are not covered by the warranty shall be billed to the customer.

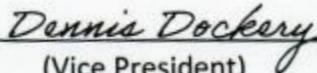
For service or technical support contact your local supplier or Norav Medical Inc.

Norav Medical INC

Norav Medical Ltd


(CEO)
4/4/2023

(Date)

Norav Medical INC


(Vice President)
4/4/2023

(Date)