



LIMITED WARRANTY POLICY

Smart Tech Imaging, its employees and suppliers proudly stand behind every unit we sell, service, or repair. We can guarantee that our units are free from defects in material and workmanship provided they are used in the same manner and for the purpose for which they were designed. The warranty period is limited based on the type of unit and is shown in the chart below.

If your unit fails, becomes inoperative, or will not calibrate due to any circumstances involving a defect, we will repair or replace the unit, whichever is the most convenient for you. In most cases, we will replace the unit at no additional cost to you once we have determined that the failure was in any way the fault of Smart Tech Imaging or its supplier. There are a few simple conditions that we require to ensure that we are properly allowing the full credit to which you are entitled.

1. You must advise us on the failure and secure a Return Authorization Number.
2. You must complete and provide a **Service Report** that clearly shows the nature of the failure. This helps us properly evaluate your claim.
3. You must ship the unit back to us in a carton or container that is designed for the safe transporting of the specific product type. If you are unsure about a shipment container, we can send one to you for an additional cost.
4. You must return the unit, freight prepaid. If the product is found defective due to fault of Smart Tech Imaging or its suppliers, freight charges from the original shipment will be adjusted when we authorize credit.
5. You must return the defective product within **14 days** of receiving a Return Authorization Number. Returns after 14 days will not be accepted.

Once we have the unit in our possession, we guarantee to evaluate the unit and determine the merit of your claim within 10 working days. If we require additional engineering evaluation by the manufacturer, we will advise you of delayed credit. It is our intention to settle these matters as quickly as possible. If a replacement unit was provided, it will be billed and is payable. Any credit due will be applied to the original invoice or to your open account. Replacement units are only warranted for the remaining period of the original warranty.

The entire obligation of Smart Tech Imaging is to replace or repair the defective unit. In no event shall STI be liable for consequential costs or damages, nor for any unit installation or service costs.

WARRANTY PERIODS

Product	Period Covered	Warranty Amount
Medical Image Intensifiers	24 Months	First 90 Days Full ; Pro-Rated
Industrial Image Intensifiers	12 Months	Pro-Rated
Image Intensifier Accessories	6 Months	First 90 Days Full ; Pro-Rated
Camera Tubes	12 Months	Full
Diagnostic X-Ray Tubes	12 Months	Full