RAD Medical Technologies Inc.Warranty

1. **Limited Warranty -** RAD Medical Technologies Inc. will provide a twelve (12) month warranty from the confirmed delivery date of its products to the end user. RAD Medical Technologies Inc. warrants that all of its products are free from defects in workmanship. If any of the products are deemed to be defective, the purchaser will return them to the manufacturer with an approved RA# in accordance with the return policy. The liability of RAD Medical Technologies Inc. under the limited warranty does not include any abuse or misuse of the product in question.

2. **Product Complaint -** Product complaints must be submitted to RAD Medical Technologies Inc. within five (5) business days from when the product defect was discovered. Defects resulting in serious injury or death must be submitted to RAD Medical Technologies Inc. within twenty-four (24) hours of the occurrence. The notice of complaint will be submitted in writing to RAD Medical Technologies Inc. and the customer will aid RAD Medical Technologies Inc. in the investigation into the cause of the failure. The required information for the complaint is:
    - Customer name
    - Customer address
    - Customer contact number
    - Date of occurrence
    - Name of the product
    - Lot number/Serial number

3. **Shipping -** Report any shipment issues such as damaged items, missing quantities, incorrect deliveries, or extra products to RAD Medical Technologies Inc. customer service within fifteen (15) days of scheduled or actual delivery. Claims submitted after fifteen (15) days will be reviewed at our discretion, and RAD Medical Technologies Inc. reserves the right to decline responsibility for late notifications.

4. **Returns -** Products returned to RAD Medical Technologies Inc., regardless of the reason, require written authorization from RAD Medical Technologies Inc. Authorization can be obtained directly from RAD Medical Technologies Inc. customer service. Once the return is approved and a return authorization number (RA#) is provided, the customer must return the product within thirty (30) days. Returned products are subject to a restocking fee of fifteen percent (15%). All products approved for return must have the RA# displayed prominently on the shipping box and included in all accompanying paperwork. Returns may be rejected if determined not to be in saleable condition.

    Products not eligible for credit/return:
    - Products damaged by the customer as a result of misuse
    - Custom products
    - Products damaged during return as a result of insufficient packaging
    - Less than full packages

Warranty and product complaints can be submitted to support@radmedical.tech or scan the QR code:

RAD Medical Technologies Inc.
✉ support@radmedical.tech
: 403 333 9906
3655 36 St. NW
Calgary, Alberta
T2L 1Y8