

## PLEASE READ THIS WARRANTY

**In order to provide warranty or future service please contact us via e-mail at: [support@3-Dmed.com](mailto:support@3-Dmed.com) prior to taking any action. This will help expedite the process. Often, problems can be resolved by e-mail or phone.**

3-Dmed, a division of 3-D Technical Services Inc., warrants this Product against defects in material or workmanship subject to the following conditions:

1. **MONITOR and CAMERA:** These items are covered by their manufacturer's warranty for a period of one year. 3-Dmed will act as liaison in the case of your claim, but final determination of coverage is the manufacturer's decision.
2. **LABOR:** For a period of 90 days from the date of purchase, if 3-Dmed determines the Product (part) to be defective, we will repair or replace the Product (part), at no charge. After the warranty period, we will provide an estimate for labor charges upon request.
3. **PARTS:** 3-Dmed will replace defective parts with new or rebuilt replacements for a period of 90 days. After the warranty period, parts are available through 3-Dmed and pricing will be provided upon request.

**TO OBTAIN WARRANTY SERVICE: YOU MUST** obtain a RETURN AUTHORIZATION number via phone or e-mail **BEFORE** sending back the unit. the Product must be sent in its original packaging, or packaging affording an equal degree of protection, to 3-Dmed with insurance for its full value. Uninsured parcels are sent at **YOUR RISK** for loss or damage.

This warranty does not cover user cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, or modification to any part of the Product. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than a trained technician at 3-Dmed. This warranty is invalid if the factory-applied serial number has been altered or removed from the Product.

**3-Dmed**  
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**3-Dmed**<sup>®</sup>  
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INNOVATOR AND MANUFACTURER SINCE 1970