

Cardon Warranty Policy

Effective January 01, 2020

Cardon Rehabilitation & Medical Equipment Ltd. is proud to offer our valued customers industry- leading warranties on a wide range of products that we design and manufacture. The warranties listed below deliver on our promise to provide you with the products that exceed your expectations in terms of performance, durability, and longevity. Cardon has the reputation of having the longest lasting and most trouble-free tables available, which is now further improved by using materials such as 20 MV6, seamless steel tubing, which is a unique high grade steel that is designed for manufacturing automotive safety components. In combination with significant design enhancements, and the latest manufacturing technology we are confident in our improved warranty offer to our customers.

Tables

Electric Hi-Lo Tables (Warranty applies to variations and customizations of tables listed below)	Frame	Motor, Actuator, Power Supply, and Gas Springs	Upholstery	Switches and Battery Components
BT500 – Bobath Treatment Table BT750 – Bariatric Treatment Table Cosmos100 – Hi-Lo Massage Table CTT – Cardon Treatment Table CTT – Bariatric Echo100 Echo125 Echo150 Echo200 Hi-Lo Mat Tables MPT – Manual Physical Therapy Table NT600 Neurological Treatment Table NT900 Neurological Treatment Table SNCT1 – Special Needs Change Table SNCT2 – Special Needs Change Table TTT – Traction Treatment Table Ultra100 Ultra200 Vector Examination Table Table Skye Massage Table Viva Massage Table	LIFETIME <i>Warranty against defects in material and craftsmanship. Excludes attachments to Frame</i>	5 Years <i>Manufacturer's Warranty</i>	2 Years <i>Warranty against defects in material and craftsmanship. Excludes use of improper cleaning agents, and tears/punctures.</i>	1 Year <i>Manufacturer's Warranty</i>

Non-Electric Tables (Warranty applies to variations and customizations of tables listed below)	Frame	Gas Springs	Upholstery
AHM–Adjustable Height Massage Table AHT–Adjustable Height Treatment Table FHM – Fixed Height Mat FHT – Fixed Height Treatment Table Atlas VI	LIFETIME <i>Warranty against defects in material and craftsmanship. Excludes attachments to Frame</i>	5 Years <i>Manufacturer's Warranty</i>	2 Years <i>Warranty against defects in material and craftsmanship. Excludes use of improper cleaning agents, and tears/punctures.</i>

Therapeutic Exercise Equipment

Pulleys and Pulley Stands	Frame & Weight Stack	Rope and Pulley Accessories	Upholstery
Center Training Stand Corner Training Stand Standard Pulleys Speed Pulleys Lateral Pulleys Mobile Pulleys Mounting Ladder Slant/Incline Board	LIFETIME <i>Warranty against defects in material and craftsmanship. Excludes attachments to Frame</i>	2 Years <i>Warranty against defects in material and craftsmanship.</i>	2 Years <i>Warranty against defects in material and craftsmanship. Excludes use of improper cleaning agents, and tears/punctures.</i>

Exercise Benches	Frame	Upholstery
MPPB – Multi Purpose Pulley Bench MP1 - Multi-Angle Bench	LIFETIME <i>Warranty against defects in material and craftsmanship. Excludes attachments to Frame</i>	2 Years <i>Warranty against defects in material and craftsmanship. Excludes use of improper cleaning agents, and tears/punctures.</i>

Suspension Frame	Frame
Mobile Suspension Frame	LIFETIME <i>Warranty against defects in material and craftsmanship. Excludes attachments to Frame</i>

Stools

Stools	Frame	Gas Spring	Upholstery
All Purpose Hi-Lo Stool Mobile Treatment Stool Flexion Stool	LIFETIME <i>Warranty against defects in material and craftsmanship. Excludes attachments to Frame</i>	5 Years <i>Manufacturer's Warranty</i>	2 Years <i>Warranty against defects in material and craftsmanship. Excludes use of improper cleaning agents, and tears/punctures.</i>

Warranty Policy Continued

Warranties are limited to the repair or replacement of the defective components at the sole discretion of Cardon. Warranty excludes the following: damage caused by misuse, accidents, neglect, harsh chemical-based cleaners and other improper maintenance, acts of God, altered or tampered products, batteries, and normal wear and tear. All warranties are activated from the date of invoice and apply to the original purchaser only.

The customer is responsible for packaging the product to the manufacturer for any warranty claim and calling Cardon to arrange shipping. Cardon will cover shipping costs if the warranty claim is made within 90 days of the invoice; after 90 days inbound and outbound shipping costs are to be prepaid by the customer.

Return Policy

If you do not agree, you may return your table or pulley system undamaged, in its original salable condition, within 15 days from the date of invoice. Shipping and handling costs are non-refundable. We will issue you a full refund less shipping and handling and a 30% restocking fee. Refunds are issued via the method of payment of original purchase. All returns must be pre-authorized with a Return Authorization (RA) number and arrive with freight pre-paid; any unpaid freight or unauthorized returns shall not be accepted. All returns must arrive at the designated location within 10 business days of our RA issuance. Customers are responsible for ensuring that items are returned in original packaging, or pre-approved packaging and mode of transport. Any costs associated with restoring product to saleable condition will be deducted from your refund.

Parts and Installation Disclaimer

Manufactured parts and components carry a Manufacturers limited warranty. Cardon strongly recommends having a trained professional install parts and components. Improper installation of any part or component may void the warranty and may cause serious injury. Contact Cardon before making any modifications to a table or pulley system as modifications may void existing warranties. In a situation where a modification voids any warranty, Cardon is not liable for any damages or injury that arise from the voided warranty.

Any repairs or modifications made to the table or pulley systems in part or in whole are at the owners' own risk. Cardon is not liable for any damages or injury incurred once the integrity and structure of the table or pulley system has been altered or modified either within or outside of the warranty period. The owner of the equipment assumes all responsibility and risk associated with the product and any injury that may result.

Freight Policy

Freight costs and handling fees are paid by Cardon and charged to the customer. Any extra charges incurred for additional services, such as customer's carrier or special handling by the carrier, must be paid by the customer. All shipments must be opened and inspected for damage prior to signing the delivery receipt. Note on the delivery receipt - if the packaging looks damaged or an item is missing. If the equipment has visible damage, the equipment should be refused. If the damage is minor and you wish to keep the equipment, note it on the delivery receipt. Failure to note damages or shortages at the time of delivery means you are accepting the product as complete and in good condition and releases Cardon from all liability.

Noted Damages

Damages that are noted on the delivery receipt or shipments that are refused due to visible damage must be reported to Cardon within 24 hours of delivery. We will either repair the equipment if possible when it is returned to us, or send you parts or a replacement and file a damage claim with the carrier. If the damaged equipment is kept please retain all packaging including the carton, foam and the skid for possible inspection by the trucking company. Digital photos must be taken of any damage to the product or the shipping box.

Concealed Damage

Damage that is discovered after the carrier has left is considered concealed damage. All concealed damage must be reported within 48 hours of delivery. Please retain all packaging in case an inspection of the damage is required by the carrier. Digital photos should be taken of any damage to the product or the shipping box. Cardon is not responsible for damages sustained while the product is in transit; failure to comply with our freight policy in its entirety limits our ability to assist you with your freight claim. You will have to file a claim directly with the carrier.