

Swiss Bionic Solutions GmbH Switzerland

1. Warranty Policies

- Shipment costs: Sending in a unit/accessory to our country office - client is responsible for the related shipment costs!
- If a unit/accessory (Omnium1 2.0 OR iMRS) will be sent-in and the investigation shows, that the failure is based on an user error, the unit/accessory will be shipped back to the client with an invoice/charge for the shipping costs!
- If a unit/accessory (Omnium1 2.0 OR iMRS) will be sent-in and the investigation shows, that the failure is based on a manufacturing or electronic error, the unit/accessory will be replaced or repaired free of charge and shipped back to the client. Swissbionic Solutions will ship the unit/accessory free of charge back to the client!
- Under NO circumstances will Swissbionic Solutions send out a new unit/accessory prior to receiving the faulty unit/accessory for investigation - no exceptions!

2. Non-Warranty Policies

- Shipment costs: Sending in a unit/accessory to our country office - client is responsible for the related shipment costs!
- After receiving the unit/accessory an investigation will be performed in order to evaluate the damage and the costs of repair or replacement. Swissbionic Solutions will hereby charge an inspection fee of USD 35.00/ CAD 45.00/ EUR 30.00/ GBP 27.00/ SIN\$ 40.00/ HKD 275.00!
- Client will receive an offer for the costs of the repair/replacement. If the client agrees, the inspection fee will be deducted from the final bill. If the client refuses the repair/replacement offer, the inspection fee has to be paid by the client together with the shipping costs. Swissbionic Solutions will in any case ship back the unit/accessory to the client!

IMPORTANT NOTE:

For all possible cases described above the following policy becomes an obligation from now on for EVERYBODY: Before either a rep or a client intends to send in a unit/accessory to the designated SBS country office, a ticket needs to be generated via our web platform:

https://support.swissbionic.com/support/?&lang=en_us

You may also contact our staff in our SBS country offices by phone or email and describe the complaint, but only AFTER generating the respective ticket!