

# Service Policy

## 1. Warranty policy:

CardioComm Solutions, Inc. warrants new equipment to be free from defects in workmanship and materials, from the date of sale, under normal use and service, for the period stated in the table below. CardioComm Solutions, Inc.'s obligation under this warranty is limited to repair or replace, at CardioComm Solutions, Inc.'s option, any part which upon CardioComm Solutions, Inc.'s examination proves defective.

### For warranty purposes you must register your device:

Register online at the HeartCheck™ website: [www.theheartcheck.com](http://www.theheartcheck.com) Or by mail: Send a photocopy of the proof of purchase (below) with all information filled out to:

CardioComm Solutions, Inc.  
259 Yorkland Rd, Suite 200  
North York, ON M2J 0B5

### Sheet-1

PRODUCT	WARRANTY PERIOD (from the date of shipment)
Heartcheck™ CardiBeat	3 months

### 2. The warranty shall be void if:

1. Is out of the warranty period.
2. Has been subjected to misuse, negligence or accidents.
3. Is not working due to modification or repair by anyone except CardioComm Solutions, Inc. or a designated CardioComm Solutions, Inc. representative.
4. Has had its original CardioComm Solutions, Inc. serial number tag or product identification markings altered or removed.
5. Has had alterations or removal of any of the products accessories or parts.
6. Has had the PCB board repaired by the customer without getting authorization from CardioComm Solutions, Inc., or obtaining the certificate from CardioComm Solutions, Inc.



### Please attach proof of purchase

Date of purchase:	Purchase price(before tax):
Model:	Serial#:
Place of purchase:	
City:	State:
First name:	Middle:
Last name:	Gender: <input type="checkbox"/> M <input type="checkbox"/> F
Address:	
Apt.	Tel:
City:	State:
E-mail:	Zip code:

### 3. Repair Warranty:

CardioComm Solutions, Inc. warrants the repair service based on CE standards. All repaired parts or replacement parts will be warranted for 3 months from the date of return. Parts will be available for a maximum period of seven (7) years after any equipment has been discontinued. Parts shall include all materials, instructions, diagrams and accessories that were furnished with the standard models.

### 4. Return Policy:

Follow the procedures below to return any materials to CardioComm Solutions, Inc. To obtain return authorization: Contact the Technical Support Department and obtain a RMA (Return Materials Authorization) number. The Technical Support Departments contact information is below in the Freight Policy section. The RMA number must appear on the outside of the shipping container. Return shipments will not be accepted if there is no RMA number or the RMA number is not clearly visible. Please provide the model number, serial number and a brief description of the reason for return.

To contact CardioComm Solutions, Inc. Technical support:

Call 1-877-744-1122 or visit [www.theheartcheck.com](http://www.theheartcheck.com)

### 5. Freight policy:

1. Within the Warranty Period: The customer is responsible for all applicable freight and insurance charges when the equipment is shipped to CardioComm Solutions, Inc. for service (this includes any customs charges etc.). CardioComm Solutions, Inc. is responsible for the freight and insurance charges when shipping from CardioComm Solutions, Inc. to the customer.

2. After the Warranty Period: CardioComm Solutions, Inc. provides paid repair service when needed. The costs of such repairs will be paid for inclusively by the customer. The customer is responsible for all applicable freight and insurance charges for transportation of the product both to and from CardioComm Solutions, Inc.

The equipment should be returned to the following address after obtaining Return Materials Authorization:

CardioComm Solutions, Inc.

259 Yorkland Rd, Suite 200  
North York, ON M2J 0B5

Tel: 1 (416) 977-9425  
Fax: 1 (866) 576-4493

Toll Free: 1 (877) 977-9492  
[www.theheartcheck.com](http://www.theheartcheck.com)

