

WARRANTY

StethoMe sp. z o.o.¹ provides warranty for the StethoMe® electronic stethoscope, encompassing material defects and workmanship defects of the StethoMe® electronic stethoscope (hereinafter referred to as the Device). Consumers may take advantage of their rights under statutory warranty during sales, irrespective of the rights under the warranty, which does not exclude, limit, or suspend any rights of the buyer resulting from binding provisions of the law. In the event of existence of device defects, StethoMe or a maintenance service authorised by StethoMe shall remove the defects or replace the device with a new one, free of charge. This warranty does not encompass the USB cable, third party software and applications, and lack of compatibility of the device with third party solutions.

The period of warranty for the device is 12 months, whereas for the device battery it encompasses not more than 300 charging cycles during the period indicated. The above-mentioned periods are calculated starting from the purchase date. The purchase date for the device is documented with a cash register receipt or a VAT invoice. The warranty is binding on the territory of the European Union.

Warranty claim report should be sent via e-mail to the address: warranty@stethome.com together with a scanned image of the proof of purchase, contact data (first name, last name, address, e-mail address) and description of the defect that occurred within 10 days from the date of finding the device defect, but prior to the date of warranty expiration. Irrespective of this report, the device should be sent to StethoMe sp. z o.o. or to the maintenance service indicated by StethoMe, together with proof of purchase, contact data, and description of the defect. The device should be secured properly against damage that might occur during transport. The manufacturer undertakes to consider the warranty claim report within 30 business day from the date of receiving the device together with such warranty claim report. The repair time may be extended in the event of the necessity to order parts required for repairing, and StethoMe shall notify the reporting party of such circumstances.

The following events are excluded from the warranty:

- a) normal wear and tear of the device or parts thereof that become worn with the passage of time (wear of the battery, protective coating, display, or any other element of the device, such as e.g. the USB cable), and calibration and maintenance of the device,
- b) damage caused by careless use of the device, or wilful/accidental damage (crushing, scratching, breakage, bending, dropping, mechanical loads, etc.),
- c) damage to the device caused by use of the device that is improper or not consistent with the user manual, and damage caused by using the device in a way that is not consistent with its intended use,
- d) damage caused by exerting pressure on the device display,
- e) damage caused by impact of humidity, liquid, fire, extreme thermal conditions, corrosion, oxidation, contamination with liquids or chemical substances, or other external events beyond control of the manufacturer.

The warranty becomes void in the event of the device being opened arbitrarily or modified or repaired by any person other than StethoMe or its representatives.

In the event of the warranty claim not being accepted, the costs of sending the device from and to the consumer are incurred by the consumer.

¹ seated in Poznań (Poland) at the address ul. Winogrody 18A, District Court Poznań - Nowe Miasto i Wilda in Poznań, 8th Commercial Division of the National Court Register, KRS (National Court Register number) 0000558650, NIP (tax identification number) 7831726542, REGON (National Business Register number) 361535342, BDO register number 000258860