



Standard Warranty Agreement

Covered Products

All KYRA-branded OR patient positioning devices and accessories.

Limitation of Damages

In no event shall Kyra Medical be liable for consequential damages for breach of this warranty. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to all buyers.

Warranty Coverage

Kyra Medical, Inc. warrants the Covered Product to be free of all defects in material and workmanship for 24 months from the date of purchase.

Kyra Medical, Inc. warrants **all padding and upholstered covers** to withstand 12 months of normal use, from the date of purchase.

Within the period of this extended warranty, Kyra Medical will repair or replace, free of charge, any part proving defective in material or workmanship. At the customer's preference, warranty repairs and service may be performed at Kyra Medical's repair facility or at the customer site using Kyra-supplied repair kits (for those repairs that can be performed using kits).

All expenses related to replacing or repairing a defective part under this warranty shall be assumed by Kyra Medical when performed at the Kyra repair facility. For repairs at the customer site, Kyra Medical will provide required repair kits at no charge and free shipping. Kyra Medical will make loaners available, if needed, while the returned product is being repaired. In order to obtain a loaner product, see "**How to Obtain Warranty Service**" below.

Warranty Exclusions

This warranty does not apply to any costs, repairs or services for the following:

1. Repairs for damage caused by other than recommended normal use.
2. Damage resulting from misuse, abuse, or improper installation.
3. Cut or similarly damaged boot pads.
4. Corrective work necessitated by repairs made by anyone other than Kyra Medical, Inc.

How to Obtain Warranty Service (two options)

Option 1: Warranty Repairs done at Kyra Medical Repair Facility

Contact Kyra Medical at 1-888-611-KYRA (5972) or contact your local Kyra Medical sales representative to obtain a Return Goods Authorization (RGA) number.

The buyer should carefully package the covered Product, preferably in the original packaging, and ship it to the address below. Original purchase receipt, RGA number and description of the problem should be included.

Kyra Medical, Inc.
ATTN: Repairs
102 Otis Street
Northborough, MA 01532

Option 2: Warranty Repairs done by Customer at their site (using Kyra repair kits)



Contact Kyra Medical at 1-888-611-KYRA (5972) or contact your local Kyra Medical Inc. and provide no-charge purchase order for required Kyra Medical Repair Kit(s). Kyra Medical will provide the required repair kit at no charge (including freight) to customer. Repair instructions will be provided with the kits and instructional videos will be available on the Kyra Medical website (www.kyramedical.com). The required repair kit will be delivered within four (4) business days after no charge purchase order is obtained.

Loaners

If “loaner” equipment is needed, the buyer must notify Kyra Medical to procure the required RGA number. Kyra will ship a loaner to the buyer within four (4) business days after being notified and the RGA number being issued. The buyer should retain the packaging materials in order to return the loaned equipment safely. Loaned equipment must be returned within seven (7) business days after receiving the repaired equipment. After seven (7) business days, a daily rental fee may be charged.



Notice to Buyer

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state. You have the right to bring any action at law or equity to resolve disputes concerning or to enforce the provisions of this warranty.

For questions regarding the Kyra Advantage Extended Warranty Program (or anything else), please call 1-888-611-KYRA (5972).