

Austin Medical Design Customer Service Policy

We appreciate the opportunity for your business. Your DrapeCaddy® should provide years of service due to its durable, high quality construction. We are confident that our anesthesia screen is among the best available and that you notice a remarkable difference while performing procedures on your patients. We also believe that you will find our anesthesia screen is more durable and user friendly than other anesthesia screens currently offered on the market. However, if you are dissatisfied with your DrapeCaddy® for any reason, please see our return and warranty policies below.

Return Policy

If you are not satisfied with this product, you may return it for a full refund within the first *10 days* after you have received the product. The product must be purchased directly from Austin Medical Design, LLC or one of our distributors.

The product must be returned in the following manner:

You will be responsible for returning the product to us. All returned or exchanged items must be properly cleaned and packaged with acceptable packing material. If you are returning the item because it was damaged in transit, we'll gladly exchange it so long as we are notified within *72 hours* of delivery. Please give us a call at 866.777.8394 to obtain return information so that we can process your return. We reserve the right to deny a full refund of the purchase price if the product is not returned in this manner.

Warranty Agreement

Austin Medical Design, LLC warrants to the purchaser of this Product ("Purchaser") that the Product shall be free from defects in materials and workmanship under "normal use and service" (the "Warranty") for 12-months from the date of delivery (the "Warranty Period"). "Normal use and service" means that the product is used in its intended clinical setting. A Product in breach of the Warranty during the Warranty Period shall be considered a "Defective Product." Purchaser may return the Defective Product, at Purchaser's expense, to the Seller during the Warranty Period for a money-back refund (the "12-Month, Money-Back Refund"). The 12-Month, Money-Back Refund shall be the sole and exclusive remedy breach of the Warranty. THE TERMS AND CONDITIONS OF THIS WARRANTY AGREEMENT CONTAIN THE EXCLUSIVE WARRANTY RELATING TO THIS PRODUCT AND ARE IN LIEU OF ALL WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND ANY OTHER IMPLIED WARRANTY OBLIGATION ON THE PART OF SELLER. IN NO EVENT SHALL SELLER'S LIABILITY EXCEED THE AMOUNT RECEIVED BY SELLER FROM THE PURCHASER OF THIS PRODUCT. IN NO EVENT SHALL SELLER BE LIABLE TO ANYONE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF THIS WARRANTY AGREEMENT.

For questions or concerns, please contact us at 866.777.8394

DrapeCaddy® anesthesia screens are intended for use in a clinical setting and provide an alternative to other commercially available alloy-based anesthesia screens available in the marketplace.