

Terms of Sale

What is included in the price?

- The product you want to purchase, and any additional items specified in the description.
- 3-year warranty (unless otherwise stated).
- Delivery of the product to your home or office by UPS or another carrier.
- VAT where applicable.

What is not included in the price?

If there are any local taxes or import duties, please note that the cost could differ depending on the location.

What if I am not satisfied with my product when it arrives?

If you are unsatisfied with your product within 14 days of delivery, we will refund your entire purchase price if you return it undamaged and with all accessories in its original packaging.

What happens if my product is faulty?

If your product appears faulty within the first 30 days after delivery, you will be offered either a replacement product or a full refund. You will be required to return the product to us. If the product becomes faulty after the first 30 days, we will repair it free of charge under our standard warranty.

What does the Warranty cover?

The warranty covers any manufacturing fault to the products within the first 3 years of ownership, providing:-

- i) The product has not been damaged, misused, or mishandled.
- ii) All parts of the products are returned
- iii) No unauthorised attempts at repair have been made
- iv) The product must be returned to Fairbridge Medical Group for repair or replacement in its original packaging to avoid further damage.

Who am I buying from?

Fairbridge Medical Group

Lodgeway, Portskewett,

Caldicot,

NP26 5PS,

United Kingdom

Tel: 01291 425425 (from outside the UK, dial +44 1291 425 425)

email: info@fairbridgemedical.co.uk

Company registration numbers:

IDE Vision - 13030037

Ultrasound Technologies - 02665356

VAT registration numbers:

IDE Vision - GB 370409117

Ultrasound Technologies - GB 542907440

If I want to return my item within 14 days?

If you are unsatisfied with your item and would like to return it within the first 14 days,

You must

- i) Please notify us within the first 14 days after delivery of your wish to return the unit.
- ii) You are still responsible for the condition of the product until it has been delivered back to us. Therefore, you should ship the product back to us, postage paid, by insured express post.
- iii) You should have returned the product to us within 20 days since you notified us of your requirement to return the product.

We will

Within 30 days of the notification of your requirement to return your product or within 7 days of receipt of your returned product, we will credit your account with the total purchase price, including all accessories and postage.

Providing:

- i) We have received the product within 20 days of your notification.
- ii) The product is in its original packaging, undamaged and returned with all accessories.
- iii) It has been returned to us postage paid.
- iv) The device has been decontaminated. A completed decontamination certificate will be provided.

If the product is not returned within 20 days, we will contact you to arrange for a shipper to collect it. The cost of this collection will be deducted from the amount refunded to you.

What if my product is faulty?

If you believe your product is faulty,

You must

Contact us with your problem.

We will

- i) We will attempt to rectify the problem with you; if this is unsuccessful, you must return the product to us.
- ii) If the product is under 30 days old and it has not been damaged, we will:
- iii) Offer you a replacement product or a full refund of your purchase price.
- iv) You are still responsible for the condition of the product until it is delivered back to us. Therefore, you should ship it back to us, postage paid, by insured express post.

If the unit is over 30 days old and it has not been damaged, we will:

- Repair your device free of charge, providing all parts of the device are returned, it has not been damaged by misuse, accident, or unauthorised repair
- The device has been decontaminated and sent with a completed decontamination certificate.

You are still responsible for the condition of the device until it has been delivered back to us. Therefore, you should ship the device back to us, postage paid, by insured express post.

If you have questions about the product you wish to purchase or shipping to your country, please email info@fairbridgemedical.co.uk.