



Serrano Medical Solutions SafeCrush™ Warranty

Serrano Medical Solutions Inc. (Serrano) offers a 3-year warranty on all SafeCrush™ Pill Crushers against defects in material and workmanship only. If SafeCrush™ is found to be defective, Serrano, at its option, will repair or replace SafeCrush™ for the original purchaser at no charge. Original proof of purchase is required. This warranty does not cover product abuse, alterations, disassembly, modifications, improper use, unauthorized repair of or any usage of SafeCrush™ that is inconsistent with the manufacturer's original intended use outlined in the SafeCrush™ Instruction Manual and Operations Guide www.safecrush.com. Furthermore, the warranty does not cover the use of any cup other than SafeCrush™ Cups from Serrano Medical Solutions Inc. Serrano reserves the right to inspect any and all items under the above criteria returned from defective claims prior to fulfilling customer claims.

WARRANTY

3 YEAR LIMITED WARRANTY

What does this limited warranty cover?

The manufacturer of the SafeCrush™ Product warrants to the holder of a valid proof of purchase (Consumer or you) that the Product and all accessories provided in the sales package (Product) are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used worldwide.

What will Serrano Medical Solutions or its sister company SafeCrush™ International (The Manufacturer) do if the Product is not free from defects in materials and workmanship during the limited warranty period (“Materially Defective Product”)?

During the limited warranty period, an authorized service representative from the manufacturer will repair or replace at the manufacturer's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we



WARRANTY CONTINUED

choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement Product to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the SafeCrush™ Pill Crusher extends for THREE (3) YEARS from the date of purchase. If The Company repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original three-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion;
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of the manufacturer;
3. Product to the extent that the problem experienced is caused by electrical conditions at your facility;
4. Product to the extent that the problem is caused by use with non-SafeCrush™ accessories; such as non-SafeCrush™ cups or other batteries than SafeCrush™ batteries;
5. Product whose warranty/quality stickers, product lot number plates or electronic serial numbers have been removed altered or rendered illegible.

How do you get warranty service?

To obtain warranty service in the USA and Canada, please call 1 (877) 768-3828.

Worldwide please email us at info@safecrush.com

NOTE:

Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call. Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and you are responsible for delivery or handling charges incurred in the transport of the defective Product(s) to the service location. The manufacturer will return repaired or replaced Product under this limited warranty. Transportation



WARRANTY CONTINUED

for the repaired or replacement Product, delivery or handling charges are prepaid by The manufacturer. The manufacturer assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

1. **Return at your own cost**, the entire original package and contents including the Product to the manufacturer's service location (which will be provided to you via email) along with a description of the malfunction or difficulty; and
2. Include a product lot number (can be found on the bottom of the SafeCrush™ machine)
3. Provide your name, complete and correct email address, and telephone number.

Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer. It supersedes all other written or oral communications related to this Product. The Manufacturer provides no other warranties for this Product. The warranty exclusively describes all of the manufacturer's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product.

Keep out of reach of children and patients.

Serrano Medical Solutions Inc.

Suite 800-575
15355 - 24th Avenue
Surrey, B.C. V4A 2H9 Canada

Toll Free: 1-877-768 3828
Telephone: 778-588 5477

Email: info@safecrush.com
www.safecrush.com