

**Warranty Statement:**

Standard Intelligent Hearing Systems (IHS) manufactured clinical systems come with a 30 day (from date of shipping from IHS) money back warranty. If you are dissatisfied with the equipment, you may return IHS manufactured components for a refund excluding shipping and handling. EXCEPTIONS: Customized systems or systems that have been used to test animals may not be returned. VRA systems, toy cabinets, and computer items (including printers and monitors) may not be returned after 15 days and are subject to a 20% restocking fee. Carts may NOT be returned after delivery. All components returned must be in the same condition as when shipped and in their original packaging.

Returns without prior written authorization from IHS will not be accepted at our receiving office. Merchandise damaged in shipment is not acceptable for return. Unopened EarHug boxes (Packs and Cases) may be returned with prior IHS authorization for a refund excluding shipping and handling within 30 days of invoice and are subject to a 15% restocking fee. All EarHug boxes returned must be in the same condition as when shipped and in their original sealed packaging.

The limited warranty period for all hardware components manufactured by IHS is one (1) year from date of shipping with a five day allowance for delivery.

The limited warranty for all IHS manufactured disposables is 30 days from the date of shipping with a five day allowance for delivery. The warranty is extended only to the buyer purchasing the device from IHS or an authorized dealer-representative. IHS warrants this product to be free from defects in workmanship and material under normal use and service and shall conform to its original specifications during the warranty period. The liability of IHS under this warranty is limited, at its sole discretion, to replacing, repairing or issuing credit (adjusted to reflect age and use of the product) for a system or portion thereof provided that (a) IHS is notified in writing within 30 days following the discovery of a defect by the buyer, (b) the defective device is returned to IHS, and (c) IHS examination of the device shall disclose to its satisfaction that (i) the device has not been repaired or altered by anyone, (ii) any defect has not been caused by misuse, neglect or accident, and (iii) the device has not been used for other than normal use.

Standard warranty service for products may be obtained by contacting IHS or an authorized dealer-representative within the warranty period. Products returned to IHS must be preauthorized by IHS with a Return Material Authorization (RMA) number indicated on the outside of the shipment and sent by prepaid, insured and packaged appropriately for safe shipping. The repaired or replaced item will be shipped at the expense of IHS.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WHETHER STATUTORY OR OTHERWISE, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL INTELLIGENT HEARING SYSTEMS CORP. BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR CAUSED BY ANY DEFECT, FAILURE, OR MALFUNCTION OF THE PRODUCT, WHETHER A CLAIM FOR SUCH DAMAGE IS BASED UPON WARRANTY, CONTRACT NEGLIGENCE OR OTHERWISE.

Extended warranties are available at an additional cost. Items not covered under the basic extended warranty are transducers ( OAE probes, headphones, insert earphones, bone transducers ), electrode leads, disposables, computers, computer monitors, carts and printers.

Extended Warranty and yearly renewals must be purchased while system is covered under the standard or extended warranty period. Extended Warranty may not be purchased after the warranty period has expired.

On-Site Training is available at an additional cost. If purchasing on-site training, scheduling will be based on availability of IHS personnel and mutually agreeable date and time between IHS and customer.