

VetOvation Extended Warranty Agreement

1. Overview

This **Extended Warranty Agreement ("Warranty")** is provided by **VetOvation, LLC ("VetOvation")** for the AGVE-69 or 150 Series Gastroscope and Gastroscope Processor ("Product").

This Warranty provides **one, two, or three (1, 2, or 3) additional years of coverage** beyond the original 12-month manufacturer's warranty.

The purpose of this Warranty is to help protect customers from the cost of major component failures by providing coverage for eligible replacement parts required to restore the Product to proper working order.

IMPORTANT: This Warranty covers **diagnostic evaluation and eligible replacement parts only. Labor is not included under this Warranty.** Customers are responsible for all labor, shipping, loaner fees, and other repair-related charges.

2. Coverage

During the extended warranty period, VetOvation will provide:

- Diagnostic evaluation of a reported Product failure.
- Eligible replacement parts required to repair a covered component failure.
- Coverage for internal electrical, optical, or mechanical component failures resulting from defects in materials or workmanship.

Example of Covered Value

A common gastroscope repair involves replacement of the **CMOS optical imaging assembly**. The replacement part alone is approximately **\$2,100**.

Under this Warranty, the eligible replacement part would be covered if the failure qualifies for coverage. **Labor, shipping, and all other non-covered charges remain the responsibility of the customer.**

3. Exclusions

A. Labor and Service Charges

The following are **not covered** under this Warranty:

- Any labor associated with diagnosis, repair, replacement, or return-to-service activities

B. Normal Wear and Consumable Components

- Normal wear items such as O-rings, seals, valves, bending rubbers, distal caps, insertion tubes, or light guide ends
- All ancillary parts and consumables, including but not limited to water bottles, cleaning adapters, valves, air/water tubing, instruments, and accessories used with the gastroscope, HD Processor, or Camera Head

C. Misuse, Mishandling, or Improper Operation

- Damage from dropping the scope or processor
- Damage from collision, crushing, impact, or accidental damage
- Damage caused by patient bites
- Damage from submersion without the watertight cap installed
- Fluid ingress
- Corrosion or contamination from improper cleaning or disinfection
- Use of unapproved chemicals, sterilization methods, or voltage sources
- Modification, disassembly, or repair by unauthorized personnel
- Cosmetic wear that does not affect functionality

D. Shipping and Handling

- Shipping costs to VetOvation or the authorized repair facility
- Damage incurred during shipping
- Customs, duties, taxes, or brokerage fees

4. Warranty Term

- The Extended Warranty begins immediately after expiration of the original 12-month manufacturer's warranty.
- Coverage extends for one, two, or three additional years, depending on the selected term.
- Warranty coverage remains valid only after payment has been made in full.

5. Warranty Cost and Terms

Term	Cost
1 Year	\$1,500
2 Years	\$2,500
3 Years	\$3,000

6. Loaner Program

VetOvation will ship a loaner gastroscope via UPS Ground within 48 business hours of confirmation that the customer's gastroscope has been shipped to an authorized repair facility.

Loaner Terms

- The customer is responsible for all shipping costs.
 - A loaner service fee of **\$200 per month (or partial month)** applies while the loaner unit is in the customer's possession.
 - Loaner fees will be billed at the conclusion of the loaner period.
 - The loaner must be returned within five (5) business days after receipt of the repaired Product.
 - Additional monthly fees accrue until the loaner is returned.
 - If the loaner is lost, damaged, or not returned within 60 days, the customer will be invoiced for the full replacement value of **\$8,000**.
 - The customer is responsible for any damage to the loaner beyond normal wear and tear.
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7. Claim Procedure

To initiate a warranty claim:

1. Contact VetOvation Technical Support at contact@vetovation.com or **(844) 255-7297 Ext. 1005**.
2. Provide the Product serial number, description of the failure, and proof of warranty coverage.
3. VetOvation will issue a Return Material Authorization (RMA) prior to shipment.
4. The customer is responsible for shipping the Product prepaid to the authorized repair facility.
5. Following diagnosis, VetOvation will determine whether replacement parts qualify for coverage.

Customers remain responsible for all labor, shipping, and other non-covered charges associated with the repair.

8. Limitation of Liability

VetOvation's liability under this Warranty is limited exclusively to:

- Diagnostic evaluation of the Product; and
- Provision of eligible replacement parts required for a covered repair.

VetOvation shall not be liable for:

- Labor costs
 - Shipping costs
 - Loaner costs
 - Downtime
 - Loss of income
 - Loss of use
 - Replacement equipment costs
 - Incidental, indirect, or consequential damages
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9. Non-Transferability

This Warranty is issued exclusively to the original purchasing hospital, clinic, or veterinary practice listed on this Agreement.

The Warranty is not transferable to any other entity, hospital, or facility, even if ownership of the Product changes.

Any transfer, relocation, or resale automatically voids this Warranty unless expressly approved in writing by VetOvation.

10. Governing Law

This Agreement shall be governed by and construed according to the laws of the **State of North Carolina**, without regard to conflict of law principles.

Customer Acknowledgment

By purchasing this Extended Warranty, the customer acknowledges and agrees that:

- Coverage is limited to diagnostic evaluation and eligible replacement parts.
- Labor is not included under this Warranty.
- Shipping charges are not included under this Warranty.
- Loaner fees are not included under this Warranty.
- The customer is responsible for all non-covered charges associated with any repair.

Customer Signature: _____

Date: _____

Practice Name: _____

Product Serial Number: _____

Selected Warranty Term: _____ (1 Year / 2 Year / 3 Year)