

VetOvation Extended Warranty Agreement

1. Overview

This **Extended Warranty Agreement (“Warranty”)** is provided by **VetOvation, LLC** (“VetOvation”) to extend protection 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**, protecting against any **component or functional failure** due to defects in materials or workmanship.

2. Coverage

During the extended warranty period, VetOvation will, at its discretion, **repair or replace** any Product or internal component that fails due to a verified **manufacturing defect** or **functional failure**, provided that the failure is **not caused by normal wear and tear, misuse, negligence, or improper handling**.

Coverage includes:

- Internal electrical, optical, or mechanical component failures not related to wear
- Labor and parts necessary to complete covered repairs
- Return ground shipping of repaired or replacement units

3. Exclusions

This Warranty **does not cover** the following:

A. Normal Wear and disposable consumable components

- Normal wear and tear 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, and any instruments or accessories** used with the gastroscope, HD Processor, Camera Head.

B. Misuse, Mishandling, or Improper Operation

- Damage from dropping the scope or processor, collision, or impact are not covered by the warranty
- Damage caused by **patient bites**, misuse, or failure to use proper bite protection are not covered under the warranty
- Damage from **submersion without the watertight cap installed** or any fluid ingress

- Corrosion or contamination from improper cleaning or disinfection
- Use of unapproved chemicals, sterilization, or voltage sources
- Any modification, disassembly, or repair by non-authorized personnel
- Cosmetic wear not affecting performance

C. Shipping and Handling

- Shipping costs to and from the authorized repair facility
- Damage incurred during shipping

4. Warranty Term

- The Extended Warranty begins **immediately after expiration of the original 12-month manufacturer warranty.**
- It provides **one, two or three (1, 2 or 3) additional years of coverage** (1-year original + extended term).

5. Loaner Program

VetOvation will ship via UPS Ground a **loaner gastroscope** 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** (to and from VetOvation and the repair facility).
- A **loaner service fee of \$200 per month (or partial month)** applies for the time the loaner unit is in the customer's possession.
- Loaner fees will be **billed at the end** of the loaner period.
- The loaner must be **returned within five (5) business days** after receipt of the repaired Product.
- Additional monthly charges will accrue until the loaner is received.
- 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, including drops, fluid ingress, misuse, or missing components.

6. Warranty Cost and Terms

Term	Cost
1 year	\$1,500
2 years	\$2,500
3 years	\$3,000

Warranty coverage remains valid only after payment has been made.

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, a description of the failure, and proof of warranty coverage.
3. VetOvation will issue a **Return Material Authorization (RMA)** before the Product is shipped.
4. The customer is responsible for shipping the Product prepaid to the authorized repair facility.

8. Limitation of Liability

VetOvation's total liability under this Warranty is limited exclusively to repair or replacement of the covered Product.

VetOvation shall not be liable for incidental, indirect, or consequential damages, including downtime, loss of income, or replacement equipment costs.

9. Non-Transferability

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

It 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 conflicts of law principles.