

# Liftware Steady Warranty

## What is your return policy?

For Canadian customers:

To return a Liftware product for a refund of the cost of the merchandise, please do the following:

Contact us by email [support@biosmedical.com](mailto:support@biosmedical.com) or call 1-800-387-8520 to request an RMA (return merchandise authorization) within 14 days from when you first received the product as determined by the tracking information. We will provide instructions on how to return your Liftware product to us.

Return the fully-functional product to us in its original packaging. The return must be postmarked within 7 days of when the RMA was issued. You will be responsible for the cost of shipping the product back to us.

All items returned must have an RMA number. Returns without an RMA number may be returned to the sender.

## Late Returns

If the RMA is requested more than 14 days from receipt of your Liftware product or your Liftware product is returned more than 7 days (postmarked) after the RMA is issued, we will deduct a \$150 CAD restocking fee from the refund.

**After 30 days from when you first received your Liftware product (as determined by the tracking information), the Liftware product is ineligible for a refund and no RMA will be issued.**

## Receiving a refund

Once we receive your Liftware product, we'll inspect it and process a refund within 10 business days to the original form of payment. We will email you when we process the refund, but it might take a few extra days for the credit to appear in your account.

**If your Liftware product is returned damaged or has missing parts, BIOS Medical (Thermor) may not accept the return and reserve the right to deny a refund.**

Shipping charges are not refundable. If your order was shipped to a destination within Canada, all sales tax will be refunded.

## What does the limited warranty cover?

Under this limited warranty, we warrant the product against defects in materials and workmanship under ordinary consumer use for one year from the date of original purchase. This limited warranty only applies to products purchased from [www.biosmedical.com](http://www.biosmedical.com) and Thermor approved sales channels in Canada.

## What doesn't this limited warranty cover?

This limited warranty does not cover firmware or software defects, normal wear and tear, or damage caused by neglect, misuse, accident, or mistreatment, such as:

- Dropping
- Immersing the product in liquid;
- Exposing the product to extreme temperatures; or

- Product modification or disassembly.

**How long does the limited warranty last?**

The coverage of this limited warranty lasts for one year from the date of original purchase.

**What will BIOS Medical (Thermor) do to correct problems?**

During the warranty period, if a defect arises in the product, and you follow the instructions for returning it, we will, at our option, either (i) repair the defective product using new or refurbished parts, (ii) replace the defective product with a new or refurbished unit, or (iii) refund the purchase price of the defective product. This limited warranty applies to any repair, replacement part, or replacement unit for the remainder of the original warranty period. All replaced parts and units for which a refund is given will become our property.

**What do I need to do to obtain warranty service?**

Please contact [support@biosmedical.com](mailto:support@biosmedical.com) or call 1-800-387-8520 for instructions about how to return a defective product. Please ensure that you have your sales receipt or other proof of purchase. In order to receive warranty support, you must be located in CANADA.