



CERTIFICATE OF **WARRANTY**

The *Elite 911* Warranty provides fast support and complete repair for your product. We warrant the System and accessories against defects in materials and workmanship for one year from date of activation of your device with *Medical Guardian*.

To obtain service please call:

1.800.797.1965

Warranty Support

We also provide you with unlimited technical support, answers to your questions, and fast service you can trust.

Geoff Gross

President and CEO
Authentication Signature

Medical Guardian Warranty Plan Terms + Conditions

This Warranty Plan is not an Insurance Contract

Medical Guardian.com, LLC ("Medical Guardian"), 1818 Market St, Philadelphia, PA 19103 is the obligor, provider and administrator of this Warranty Plan.

1. LIMITED WARRANTY INFORMATION.

Company warrants the System and accessories against defects in materials and workmanship for one year upon date of activation of your device with *Medical Guardian*. The warranty does not cover against normal wear and tear, nor damages caused by accident or abuse. Call Company at 1 (800)797-1965 to obtain service. If a valid claim is submitted under this warranty, Company will either repair, replace, or refund the System per its own discretion. Warranty benefits work in conjunction with rights provided under local consumer laws.

2. Eligibility. The Warranty is available to all new and existing *Medical Guardian* customers. You represent that the Covered Product is in proper operating condition at the start of the Warranty's coverage.

3. What is Covered. This Warranty covers replacement of your Covered Product for problems necessitated by functional part failures. This Warranty specifically covers damage to the Covered Product due to defect and malfunction. *Medical Guardian* will replace your Covered Product with a new one of like kind and quality; like kind and quality is determined by *Medical Guardian*.

4. Exclusions from Coverage. This Warranty does not cover a Service, maintenance, repair or replacement due to any loss resulting from use other than normal use and beyond *Medical Guardian's* normal control such as:

- Damage due to misuse and abuse;
- Commercial use which is any use other than single-family household use;
- Any component or Covered Product that has been opened, tampered with, repaired, or otherwise accessed by anyone other than an authorized representative of *Medical Guardian*;
- Service, maintenance, repair or replacement outside of the Continental United States.

5. Replacement.

- Covered Product Replacement. To request the replacement of your Covered Product under this Warranty or to request assistance, contact *Medical Guardian* Customer Care by telephone at 1 (800)797-1965 or by e-mail at customerservice@medicalguardian.com. *Medical Guardian* will send a replacement Covered Product within 3-5 business days.

- You will be required to return the defective Covered Product to the address provided to you by *Medical Guardian*. Shipping will be provided by *Medical Guardian*. You will not be charged a fee for your replacement.
- Limitation on Replacement. Under this Warranty, *Medical Guardian* permits replacement of one (1) Freedom Guardian. *Medical Guardian* reserves the right to terminate this Warranty if it determines in its sole discretion that you have engaged in abuse or other improper conduct.

6.

Coverage Period. Your coverage begins upon activation of your device with *Medical Guardian*. The protections provided under this Warranty supersede any existing warranty.

7.

8. Modification. Terms of this Warranty may not be modified, except in writing by *Medical Guardian*.

Warranty Limitations.

- Non-Original Equipment Manufacturer and Remanufactured Parts. Replacement units with genuine factory parts will be used whenever possible; however, the use of non-original equipment manufacturer and remanufactured parts is allowed under this Warranty.
 - Limitation of Liability. To the extent permitted by applicable law, the liability of *Medical Guardian*, if any, for any allegedly defective Covered Product or part shall be limited to replacement of the Covered Product or part. THIS IS YOUR SOLE AND EXCLUSIVE REMEDY UNDER THE WARRANTY.
9. c. Damages. IN NO EVENT WILL MEDICAL GUARDIAN BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING DIRECTLY OR INDIRECTLY TO THIS WARRANTY. Nor will *Medical Guardian* be responsible for any damages caused by the failure of any Covered Product or other equipment or item.

Warranties. This Warranty is your sole express warranty with respect to the Covered Product(s), including but not limited to, implied warranties of merchantability and fitness for a particular purpose which are hereby expressly excluded.

- Non-Transferrable. This Warranty is non-transferrable. *Medical Guardian.com, LLC ("Medical Guardian")*, 1818 Market St, Philadelphia, PA 19103 is the obligor, provider and administrator of this Warranty. *Medical Guardian* Warranty Terms and Conditions This Warranty is not an Insurance Contract.