



# Product Returns Policy



At Signostics we strive for the highest levels of customer satisfaction. If a product does not meet customer requirements we will provide a refund. Signostics will accept any product returned within 30 days of purchase with the following conditions:

1. Product returns will not be accepted after 30 days from the date of purchase, except as required by law.
2. The customer has satisfactorily completed a Signostics provided online Webex training session or a face to face training session.
3. Products that have been damaged due to neglect, abuse or inappropriate use will not be accepted.
4. All products shall be returned with all supplied accessories and documentation and original packaging.
5. Signostics must be notified, and a Product Return Authorization Form issued, prior to any product return.
6. The customer will bear the costs of freight, and Signostics accepts no responsibility for products lost or damaged in transit.
7. Signostics will provide a refund of the original purchase price less a restock fee of 30%. All freight, taxes, and duties will be at the customers cost.

This Product Returns Policy is in addition to the applicable product warranty.