



# WELLBEATS™ WARRANTY

## WELLBEATS INSTALLATION WARRANTY

Wellbeats offers a 30-day installation warranty. If the Wellbeats system is not functioning properly within the first 30 days after installation and it cannot be remedied by Wellbeats remote technical support, a return trip will be scheduled to remedy at no cost to the customer. If the Wellbeats system is not installed by Wellbeats, it will not carry an Installation Warranty. Failure to comply with all Wellbeats installation guidelines voids the Installation Warranty. Internet connectivity is the responsibility of the customer and problems resulting from internet issues are not covered by the Wellbeats Installation Warranty.

## WELLBEATS 1 YEAR - LIMITED WARRANTY

The Wellbeats Interactive Touchscreen\* purchased from Wellbeats is warranted for repair and/or replacement as determined by a Wellbeats representative for any defects in material or workmanship under normal use. The warranty period commences on the date of product shipment to the customer location. Labor to re-install warranty hardware is covered for the first 90 days from the date of shipment. After 90 days, all labor costs will be the responsibility of the customer.

\*ANY OTHER HARDWARE PURCHASED FROM WELLBEATS INCLUDES A MANUFACTURER'S WARRANTY WHICH VARIES BY MANUFACTURER.

## WARRANTY EXCLUSIONS

The following conditions or circumstances are not covered under the terms of the 1-YEAR LIMITED WARRANTY:

- Issues related to or caused by internet at the customer location
- Cosmetic damage such as scratches, cracks or general wear and tear
- Power surge
- Theft
- Cabling and adapters not supplied by Wellbeats

## ADVANCED REPLACEMENT PROCESS

Wellbeats offers an ADVANCED REPLACEMENT PROCESS to expedite the arrival of warranty replacements. A valid credit card is required.

1. Contact Wellbeats Technical Support.
  - PHONE: 855-520-7502, Monday- Friday, 9AM – 5PM (CST)
  - EMAIL: support@wellbeats.com
  - Only customers with an active content subscription may utilize Wellbeats Technical Support
2. A Wellbeats technician will attempt to resolve the problem via phone or email. If Wellbeats Technical Support determines a hardware item to be faulty, an Advanced Replacement form will be issued to the customer.
3. Upon customer's completion of the Advanced Replacement form, Wellbeats will ship a replacement item along with a return label for the defective item.
4. Upon receiving the replacement item, customer must ship back the defective item with the packaging and return label provided. If the defective item is not returned to Wellbeats within 14 business days following the delivery of the replacement product, the customer's credit card provided on the Advanced Replacement form will be charged for the current MSRP of the item.

## OPTIONS AFTER 1-YEAR

Some items may carry additional extended manufacturers' warranties. If hardware fails after the 1-year Wellbeats warranty, customers may contact the item's manufacturer directly to determine eligibility. Replacement hardware may be purchased from Wellbeats. Contact Wellbeats Technical Support for pricing.