

Brayden Manikin Warranty and Shipping Information

Warranty Information

This warranty document applies only to Brayden manikins sold through authorized distributors or direct through Innosonian America.

Brayden Manikin Warranty Details:

Your manikin comes with a 2 Year Warranty as standard against defects in materials and workmanship

How to utilize your warranty

- Should a fault occur on your Brayden manikin within the specified warranty period, please contact Innosonian America at 551.227.3100 or e-mail support@innosonian.us. our customer support team will determine if the issue can be resolved and what further action, if any, is necessary.
- If the issue cannot be resolved via our technical helpline, we will arrange for your manikin to be returned to Innosonian for repair.
- If the fault is not covered by warranty (please refer to section C in the terms and conditions overleaf), we will discuss the available options with you to rectify the issue.

You can contact support@innosonian.us for Terms and Conditions overleaf

Terms and Conditions of Warranty

1. General Provisions

The warranties described below are provided by Innosonian America LLC to the original purchaser of Brayden manikins from defects in materials and workmanship for 2 years from the date of original purchase.

Under these warranties, Innosonian America LLC will repair or replace, at its option, any covered part which is found to be defective in material or workmanship during the applicable warranty term. Warranty service must be performed by Innosonian America LLC or its authorized partners.

2. What Is Warranted

During the warranty period, we will repair or at our option; replace at no charge a manikin that proves to be defective, provided you return the manikin to us or to our authorized partner.

3. What Is Not Warranted

This warranty does not apply if the manikin has been damaged by accident or misuse or as the result of the service or modification by entities other than Innosonian America LLC. In no event shall Innosonian America LLC be liable for consequential damages.

Only manikins originally supplied from Innosonian America within North America are covered under this warranty. Physical damage caused by misuse or physical abuse is not covered under this warranty. Items such as external accessories, adapters, power packs & consumable items (including, without limitation, lungs, skins, valves and filters) are not covered under this warranty.

The warranty does not cover normal wear and tear. The warranty does not cover software or apps used with Brayden Manikins.

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4. Warranty Disclaimer

The following renders this warranty null and void:

- Servicing by unauthorized personnel or unauthorized or improper repairs, modifications, or alterations
- If there is any evidence that the manikin has been tampered with
- Failure or damage caused by fall or external shock after purchase
- Damage by force majeure such as natural disasters including but not limited to fire, earthquake, flood, lightning, war, and other events beyond the control of Innosonian America LLC
- Failure or damage by environmental pollution or abnormal voltage
- Damage caused by storage in conditions beyond specified limits
- Failure due to depletion of consumable items
- Failure caused by sand and/or soil, fluids or any foreign substance getting inside the device
- The purchase date, customer name, distributor name, batch number and other listed information being arbitrarily changed
- No proof of purchase provided along with the device warranty
- Usage of accessories and parts not recommended by manufacturer
- Other failure or damage caused by inappropriate operation

5. Exclusive Remedy

These Terms and Conditions of Warranty set forth the buyer's sole and exclusive remedy

EXCEPT FOR THE WARRANTY SET FORTH IN THESE TERMS AND CONDITIONS OF WARRANTY, INNOSONIAN AMERICA, LLC, MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE MANIKIN, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; (B) WARRANTY OF FITNESS FOR PARTICULAR PURPOSES; (C) WARRANTY OF TITLE; OR (D) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.

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Shipping and Returns

Shipping: Customer pays best way unless otherwise specified. FOB Destination: North Carolina, United States

Freight Damage/Shortage Claims: Shipments are double checked before dispatch. The carrier is responsible for damage or loss in transit. Claims must be filed within 10 days of receipt of shipment. Title passes to purchaser upon dispatch from Innosonian America, LLC.

Returns: Returns are accepted up to 10 business days upon arrival unless otherwise agreed upon in writing. The return must be in original packaging and must be accompanied with a Return Authorization Number obtained prior to return shipment. All others will be rejected.

Return Address:

Innosonian America, LLC
Attn: Returns
5760 NC 96 Hwy
Youngsville, NC 27587
United States

Mailing Address

Innosonian America, LLC
5760 NC 96 Hwy
Youngsville, NC 27587
United States

Phone: 551.227.3100

Customer Service: Hello@innosonian.us

Order Processing: Orders@innosonian.us

Billing Inquiries: Accounts@innosonian.us

Technical Support: Support@innosonian.us