

**Image Diagnostics, Inc.**  
**MDS Mobile Display System Official Product Warranty for Customers Outside the USA**

1. Products conform to the manufacturer's published specifications and are free from defects in material or workmanship. The warranty period will commence on the date of delivery. The duration of the warranty ("Warranty Period") is twelve (12) months. The warranty period for any Covered Product furnished to the customer as a warranty remedy will be the remaining portion of the warranty period applicable to the repaired or replaced Covered Product.

If Purchaser (Distributor) discovers within this Warranty Period a failure of the Covered Products to conform to specifications or a defect in material or workmanship, Purchaser must promptly notify IDI by calling IDI Customer Service at **978-829-0009** (or by email communication to sales@imagediagnostics.com) during normal business hours: Monday through Friday, 8:00 a.m. through 4:30 p.m., Eastern Time, excluding holidays. IDI's warranty obligations will apply only to such notifications made during the warranty period and will not apply to notifications made after warranty expiration.

2. **Exclusive Product Warranty Remedies:** If Purchaser promptly notifies IDI of Purchaser's warranty claim, IDI will, at IDI's option, provide a replacement of the non-conforming Covered Product or parts of the Covered Product with either new or exchange replacement parts. Replaced parts will become the property of IDI. The warranty period for any Covered Product furnished to the customer as a warranty remedy will be the remaining portion of the warranty period applicable to the repaired or replaced Covered Product. All warranty service labor will be the responsibility of the Purchaser. Video monitors and routers are not repairable on customer's premises and require customer return of the defective Product to IDI for factory service. Factory telephone technical support is provided at no charge and customer is required to contact IDI for technical support prior to requesting replacement of defective monitor or router in order for IDI to determine that video equipment is actually defective prior to shipment of replacement unit. Customer must contact IDI to obtain Return Authorization number and instructions for return of Product. Warranty repair is provided via loaner program in which the loaner monitor or router is delivered to customer and defective monitor or router is returned to IDI in the same shipping box for factory repair. Shipping charges for warranty return of the defective Product, loaner Product, and repaired Product are the responsibility of IDI and the method of shipment shall be solely determined by IDI.
3. **What Is Not Covered By This Warranty:** IDI does not warrant (i) any Product or part not sold by IDI or its authorized representatives, (ii) defects caused by failure to provide a suitable installation environment for the Covered Product, (iii) damage caused by use of the Covered Product for purposes other than those for which it was designed, (iv) damage caused by disasters such as fire, flood, wind, earthquake, lightning or other natural disasters, (v) damage caused by unauthorized attachments or modification, (vi) abuse or misuse by the Purchaser or its personnel, or (vii) other causes beyond IDI's control. Product damage or failures not covered by this warranty may include, but are not limited to, failure to adhere to instructions provided in the Product Operator Instructions.
4. **Products not Covered by This Warranty:** The warranties set forth herein do not cover the following Products: (i) consumable items, including but not limited to drapes, (ii) used or refurbished equipment, (iii) Products serviced by anyone other than IDI or its authorized representatives during the Warranty Period.
5. **Disclaimer of Warranty:** THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
6. **Limitation of Remedies:** In no case shall IDI or its affiliates and representatives be liable for any special, incidental or consequential damages based upon breach of warranty, breach of contract, negligence, strict tort or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of savings or revenue, loss of use of the Covered Products or any associated equipment, cost of capital, cost of any substitute equipment, facilities or services, downtime, the claims of third parties including customers and injury to property. This limitation does not apply to

damages caused by breach of the warranty of title and patent or copyright infringement or to claims for personal injury.

7. **No Other Warranties:** Unless modified in writing and signed by both parties, this Warranty is understood to be the complete and exclusive product warranty agreement between the parties, superseding all prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this Warranty. Except for an authorized IDI corporate officer, no IDI employee or IDI representative or any other party is authorized to make any warranty in addition to those made in this Agreement.
8. **Warranty Terms Subject to Change:** IDI reserves the right to modify the terms and conditions of its Official Warranty from time to time. The warranty terms and conditions, and IDI's obligations under such, will be determined based on the prevailing version of IDI's Official Warranty in effect at the date of Product purchase order.