

SWIS Surgical Video®

Damaged or Missing Merchandise Policy

Our goal at SWIS Surgical Video® is to enable our clients to capture stunning surgical and medical video. We pride ourselves on providing high quality, easy-to-use, and reliable products. Thus allowing our clients to focus on their patients not their equipment. To this end, we test all products prior to shipping:

- Batteries - function properly and hold a charge
- USB batteries - deliver charge at each port and hold a charge
- Wires - transmit data or charge as indicated
- Mounts - camera fits, arms move, bolts and screws connect
- Clamps - tighten and loosen as desired, arms articulate easily and lock firmly
- Head Gear - mount secure, adjustment knobs work, snaps work
- Video Systems - all components are tested as above, in addition - system is connected and turned on to ensure camera, wires, union, splitter, battery, transmitter, receiver, monitor, and recorder all work as desired.

Despite our testing, and secure packaging, there is the possibility that a product may arrive DOA. This may occur during shipping or an act of God. In any case, it is imperative that we know if something is wrong with your product as soon as it arrives.

*****PLEASE INSPECT YOUR PURCHASE ON DELIVERY*****

Shipping Box Damaged

- If the shipping box shows signs of damage (cuts, dents, dented corners, crumpled, etc.) please take photos of the box from all sides to document the damage
- Immediately open the box and inspect if any of the products obviously appear damaged - cracked or broken screen, etc.
- Have the delivery person provide you paperwork indicating that the shipping box showed damage on delivery
- KEEP ALL SHIPPING BOXES AND PACKAGING MATERIALS - they may need to be inspected by the shipping carrier
- Contact us immediately

*****OPEN AND TEST YOUR PRODUCT ON DELIVERY*****

Products Damaged or Missing

- Claims for missing or damaged items must be made within seven (7) business days from date of delivery. This allows you to open, inspect, and test your products over the weekend if your clinic or surgery schedule is too busy during the week of delivery.
- If anything appears to be missing or damaged, contact us immediately. Email is the fastest and most efficient way to reach us, and will document the time you contacted us.
- If it is determined that products are indeed damaged on delivery, we will either repair or replace the damaged product.
- We test any returned equipment to determine the nature of any malfunction. In the event that the product functions normally, and no damage is noted, a restocking fee of 15 percent of the product sales price will be assessed in the event that customer misrepresents the condition of the product.