

SWIS Surgical Video®

Trial Unit Policy

SWIS Surgical Video® Surgical Video Systems are the premiere solution for surgeon point-of-view video capture. While the ease of use and professional video quality of our system is unmatched, some surgeons may want to trial our system before making their purchase.

Our Trial Policy is simple:

- 1) Complete our trial system online form
- 2) A member of our team will contact you regarding your trial request
- 3) You are charged for shipping the unit to and from your office.
- 4) We will also preauthorize a charge for the price of the trial unit.
- 5) The trial unit is sent to your office with signature required for delivery
- 6) Delivery goal is Thursday or Friday to allow you the weekend to practice with the trial unit and watch all instructional videos provided with the unit
- 7) A member of our team will call you on the weekend (YES - the weekend) to answer any questions you may have on the set-up or operation of the system.
- 8) You then have a full work week (Monday thru Friday) to trial the video system in the OR, Surgery Center, or office setting.
- 9) A member of our team will call you on Wednesday to see how your trial is progressing and confirm arrangements for the return shipping of the trial unit
- 10) You then have the weekend (Saturday/Sunday) to pack up the system as shown in the instructional video
- 11) UPS will pick up the unit on Monday.

TRIAL UNIT TESTING

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.

We perform a through inspection and test of all our Demo Units prior to sending them to potential clients and on return to our warehouse.

We ensure all aspects of your Demo Unit are configured correctly and functioning optimally prior to shipping. Despite our testing, and secure packaging, there is the

possibility that the Demo Unit 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 THE DEMO UNIT ON DELIVERY*****

Shipping Box Damaged

- If the shipping box shows signs of damage (cuts, dents, dented corners, crumpled, etc.) **CALL OUR OFFICE IMMEDIATELY!**
- 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 WILL need to be inspected by the shipping carrier**

*****OPEN AND TEST THE DEMO UNIT ON DELIVERY*****

Products Damaged or Missing on Delivery

- If you think the Demo Unit has missing or damaged items we need to know this immediately, so we can get you a replacement part to allow your demo to proceed without difficulties.
- 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, but we would prefer to speak to you directly if you have problems when your demo unit arrives.

Products Damaged or Missing on Return to Our Warehouse

- We inspect, test, and clean the Demo Units immediately upon return to our warehouse. If equipment is noted to be damaged due to misuse or mishandling, or if an item is missing you will be charged the cost for replacement of the damaged or missing equipment.
- We will contact you regarding any missing equipment to see if the missing item was inadvertently left out of the Demo Unit prior to shipping it back.