



## **CFMM Product Warranty and Repair Policy**

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### **1. Warranty Coverage**

CFMM warrants all products under normal use and wear to be free from defects in material and workmanship for a period of six (6) months from the date of receipt of product.

If, under normal use and wear, the product becomes defective in materials or workmanship and is returned at the Customer's expense to CFMM during the warranty period, the product will be repaired at no cost to the Customer. This warranty does not cover damage, malfunction or other failure of the product caused by any misuse of the product while in the possession of the Customer.

Return merchandise shall be properly packaged and shall be shipped prepaid to CFMM. Once a unit is evaluated, if no defect is found, an evaluation fee of \$300 will be charged to the Customer.

Under normal circumstances, the product will be repaired and returned within six (6) weeks of receipt by CFMM.

### **2. Repair Policy Outside Warranty Period**

Once a unit is evaluated, the Customer will be notified by e-mail of the problem and the estimated cost. Repairs shall be made only if authorized by the Customer.

Repairs will be subject to a fee of \$150/hr plus additional costs for component replacement, if required. The hourly service fee includes labour costs and equipment and scanner usage.

Unless otherwise provided in writing by CFMM, CFMM warrants all replaced components made under this warranty for a period of six (6) months from the date the repair is completed.

### **3. Shipping Address**

Send your product to be repaired to:

The Centre for Functional and Metabolic Mapping (CFMM)  
Robarts Research Institute, Dock 50  
Western University  
1151 Richmond Street North  
London, Ontario, Canada  
N6A 5B7  
Attn: Kyle Gilbert

An explanation of the defect should be sent to Kyle Gilbert ([kgilbert@robarts.ca](mailto:kgilbert@robarts.ca)).