

## Orchid Camera Warranty Policy

### Warranty Coverage

Orchid offers 1-year and 3-year limited warranties for the Orchid Camera. Coverage begins on the date of purchase and extends for either 365 days (1-year) or 1,095 days (3-year), depending on the selected warranty.

This warranty covers:

- Manufacturing defects
- Failures under normal use

This warranty does not cover:

- Accidental damage
- Water or liquid damage
- Misuse, abuse, or unauthorized modifications or repairs

### Eligibility Requirements

- Warranty claims require a valid order number.
- The warranty applies only to the original purchaser and is non-transferable.

### Support and Troubleshooting

All warranty claims must begin with Orchid Support. Customers must complete required troubleshooting steps before a replacement is approved.

To initiate a claim, contact:

[contact@orchidsurgical.com](mailto:contact@orchidsurgical.com)

### Replacement Policy

If Orchid Support determines the issue cannot be resolved:

- Orchid will provide a replacement device at no charge.
- Replacement units may be new or refurbished equivalents, depending on availability.
- If the original product is discontinued, Orchid will provide an equivalent model or issue a credit at its discretion.

#### Return of Defective Hardware

- Unless explicitly stated otherwise, the original device must be returned.
- Orchid will provide a prepaid return shipping label.
- Failure to return the original hardware may result in charges.

#### Shipping

- Orchid covers shipping costs for warranty replacements and returns.
- Cross-shipment (sending a replacement before receiving the defective unit) may be offered at Orchid's discretion.

#### Resolution Timeline

Orchid aims to resolve all warranty claims within 30 days from initial support contact.

#### Data Responsibility

Customers are solely responsible for removing all data prior to return.

Do not ship devices containing any data, including sensitive or protected information (e.g., PHI). Orchid is not responsible for data loss, exposure, or recovery.

#### Accessories

Included accessories are covered under the same warranty terms unless otherwise specified.

### Limitations of Liability

To the maximum extent permitted by law, Orchid shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of data, loss of use, or business interruption.

### Abuse and Misuse

Orchid reserves the right to deny warranty claims or limit future transactions in cases of suspected abuse, including excessive claims, misuse of products, or attempts to circumvent this policy.

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Orchid reserves the right to update or modify this Warranty Policy at any time without prior notice.