

Complete Bite Block **Warranty and Return/Refund Policies**



Warranty

Subject to the terms below, Remnova LLC provides the following warranty for the *Complete Bite Block*. Remnova LLC warrants to the Healthcare Provider that any products purchased will be free from defects in materials and workmanship during the warranty period applicable to each such product. Warranty periods, which vary by product, may be obtained by contacting Remnova LLC's Operations Department. The warranty period commences on the date of shipment. Remnova LLC's sole obligation for this warranty is to replace a defective product at no charge to Healthcare Provider, or to credit Healthcare Provider's account for the purchase price paid for the defective product, at Remnova LLC's discretion. This warranty does not apply if the defective product (i) is subject to abuse, neglect, misuse, or accident, (ii) has not been used in accordance with Remnova LLC written instructions for use (IFU), (iii) was not purchased from Remnova LLC or an authorized dealer of Remnova LLC, or (iv) was modified from its original configuration or repaired or altered by anyone other than Remnova LLC or a person authorized by Remnova LLC. To make a warranty claim, Remnova LLC's Operations Department must be contacted [please email operations@remnova.com or call 1 (202) 688-5434] within 30 days of discovery of the defect to obtain a return authorization number. It is the responsibility of the medical provider to confirm that the bite block does not have any visible damage prior to usage in a procedure. Remnova LLC will be responsible for shipping costs on defective products that are under warranty which are returned by Healthcare Provider to Remnova LLC with a return authorization number. Replaced product will be shipped to Healthcare Provider or Remnova LLC will initiate a refund to the original method of payment.

Actions that May Void the Warranty:

- The warranty period has expired
- The item or defect is not covered under warranty
- Product failure due to damage, destruction, improper storage, or misuse of product
- Excessive wear
- Modifications or alterations to the product
- Usage that does not follow the Instructions for Use of the *Complete Bite Block*

Remnova LLC hereby disclaims any other express or implied warranties not set forth in the foregoing limited warranty, including, but not limited to the implied warranties of merchantability or fitness for a particular purpose. Remnova LLC will not be liable for any indirect, special, incidental, or consequential damages or lost profits, caused by any product defect whether claims are based upon tort (including negligence), warranty, contract or otherwise, even if Remnova LLC has been advised of such potential loss or damage. To the extent the foregoing disclaimers are not allowed by applicable law, any implied warranties will be limited to the duration of the express limited warranty applicable to the product. *Complete Bite Block* maintains 1 year limited warranty and warranty commences on the date of shipment. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages so the above limitations may not apply to patient. Upon any medical related claim, the patient must consult with their physician immediately.

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Return

Healthcare providers have 30 days to return device(s) from the date shipped. To be eligible for a return, device(s) must be unused and in the same condition as received. The device(s) must have the receipt or proof of purchase confirmed with Remnova’s Operations Department. To initiate a return, please email operations@remnova.com or call (202) 688-5434. The healthcare provider will be responsible for shipping costs on device(s) that are under warranty which are returned by healthcare provider to Remnova LLC with a return authorization number. These costs will be reimbursed by Remnova LLC if the return is accepted.

Refund

Once Remnova LLC receives the device(s), the device(s) will be inspected and the healthcare provider will be notified that Remnova LLC has received the returned item. Remnova LLC will immediately notify the Healthcare Provider on the status of the refund after inspecting the item. If the return is approved, Remnova LLC will initiate a refund to the original method of payment.

Follow All Instructions for Use
Intended for One Time Use Only
Latex Free
Not for Resale

See Warranty Information
1-202-688-5434
www.remnova.com/contact

Complete Bite Block
*Perioperative Bite Block and
Endotracheal Tube (ETT) Stabilizer*

**FDA Registered
Patent Pending**



Manufacturer:
JMS Manufacturing, Inc.
8805 Vernon Ave.
Omaha, NE, USA 68134

US Distributor:
Remnova LLC
Washington, DC, USA 20007