

Bien-Air Surgery SA Warranties:

- Bien-Air Surgery SA endeavors to provide its customers with products and devices of impeccable quality which are guaranteed within the limits of the present general terms and any specific agreements signed, against any operating fault, material or manufacturing defect.
- The guarantee period is 12 months from the date of invoice.
- In general, the guarantee does not exempt the customer from the obligation to obtain information from Bien-Air Surgery SA in case of doubt and in particular when the product is used in conditions not explicitly provided for originally.
- The buyer is obliged to check the goods received within 8 days following their receipt. If the goods are not checked within that aforementioned period, the customer shall be deemed to have accepted the goods, barring hidden defects. The defect notice must be received in writing by Bien-Air Surgery SA within the aforementioned period and must contain the customer's name, the date of purchase, the product reference and serial number.
- In the event of claims, Bien-Air Surgery SA or its authorized representative shall perform product repair or replacement free of charge, after analyzing the justification for the claim.
- All other claims of whatsoever kind, and in particular claims for damages, are excluded.
- Bien-Air Surgery SA shall not be held responsible for damage or injury and the consequences thereof, resulting in particular from:
 - Excessive wear,
 - Inappropriate use,
 - Failure to comply with operating instructions, assembly instructions or maintenance instructions,
 - Exceptional environmental, chemical, electrical or electrolytic influences,
 - Faulty air or water seals or electrical connections
- In any case the guarantee becomes null and void in the event of inappropriate servicing, use of non-recommended parts, accessories or consumables, or modifications to the product carries out by third parties not authorized by Bien-Air Surgery SA.
- In case of dispute as to whether or not the defect exists, it shall be incumbent on the customer to prove the existence of the defect.