

Warranty Information

Should your Medi-Kool (MK) product fail to function (due to a defect in material or workmanship) within 5 years from the date of manufacturing, Freedom Medical Solutions (hereafter "FMS") will replace or repair (at FMS's discretion) any defective parts free of charge. Contact FMS to begin the RMA process. All units are shipped and sent via LTL freight, in a box on a pallet for safe keeping. We will not accept any repair units via "ground" shipping. FMS agrees to pay freight shipping to and from the customer within the first year.* After the first year, FMS will not be responsible for shipping, but will still service the unit free of charge for up to 5 years (if it is deemed a manufacturer defect). After 5 years, labor charges of \$100 per hour will be applicable along with parts cost and no shipping costs covered by FMS. This also applies if it is not a manufacturer defect. Control boards are covered for one year.

*For clients outside the continental U.S.; the FMS 5-year warranty is still valid, however, shipping and handling will be the responsibility of the client (to and from FMS).

FMS is not responsible for the installation or de-installation of the unit.

FMS is not responsible for labor reimbursement.

All purchased climate control cabinets are non-refundable and non-returnable

Limitation of liability:

FMS is dedicated to manufacturing high quality custom MK units. FMS makes this limited warranty expressly in lieu of all other warranties, expressed or implied, including but not limited to, the expressed warranties of merchantability and breach of any warranty. Liabilities of FMS shall be limited to repairing or replacing the non-conforming goods. In no event shall FMS be liable for any indirect, incidental or consequential damages arising out of any sale or operation of the products sold and/or installed. The purchaser of the unit will hold FMS harmless of any incident caused by the failure of the FMS product up to and including injury or death.

In no event shall FMS's obligation exceed the value of the product(s) sold.