

Terms & Conditions

Calibration Checks on Viamed Pulse Oximeters

If required, Viamed will carry out the first annual calibration check on any Viamed pulse oximeter free of charge, in accordance with the following terms and conditions:

1. This offer only applies to Viamed branded finger and hand held pulse oximeters.
2. The pulse oximeter has to be returned to Viamed twelve months after the date of invoice (+/- 30 days).
3. A returns reference number (SRS Number) has to be issued, prior to the pulse oximeter being returned to Viamed for the calibration check.
4. Goods will be returned to the customer via the most appropriate carriage service, unless an alternative is requested, at which point a carriage charge may be issued.
5. Viamed does not take responsibility for initiating the calibration check.
6. Viamed has the right to terminate this offer at any time, and without prior notice.

This Offer Includes:

1. Labour required to carry out the annual calibration check.
2. Labour required to carry out any repair deemed to be covered by the manufacturer's warranty.
3. Replacement parts deemed to be covered by the manufacturer's warranty.
4. The issue of the calibration check certificate.
5. Carriage charges for returning goods to the customer within the UK.

This Offer Does Not Include:

1. Carriage charges for returning goods to Viamed, in order for the calibration check to be carried out.
2. Carriage charges for returning goods to the customer outside of the UK.
3. Labour required to carry out any repair not deemed to be covered by the manufacturer's warranty.
4. Replacement parts not deemed to be covered by the manufacturer's warranty.

Subsequent Calibration Checks

After the first twelve month calibration check subsequent calibration checks can be carried out on any Viamed oximeter, in accordance with the following terms and conditions:

1. Calibration checks are charged at £10.00 per unit plus carriage, and includes the issue of a calibration check certificate.

2. Goods will be returned to the customer via the most appropriate carriage service, unless an alternative is requested. For international shipments a carriage charge will be quoted prior to dispatch.
3. An official purchase order number must be supplied to Viamed, prior to the calibration check being carried out.
4. A returns reference number (SRS Number) has to be issued, prior to the pulse oximeter being returned to Viamed for the calibration check.
5. A calibration check does not cover the repair or replacement of any parts not deemed to be covered by the manufacturer's warranty, or outside of the warranty period.

All calibration checks are carried out in accordance with our quality standards accreditations; BS EN ISO 9001:2000 and BS EN ISO 13485:2003.

Date: April 2009

Terms & Conditions subject to change.

Oximeters should be returned to:

Service Department
Viamed Ltd
15 Station Road
Cross Hills
Keighley
West Yorkshire, BD20 7DT
United Kingdom