Movora

Unleashing the best veterinary outcomes. Together.

Movora Limited* Lifetime Instrument Repair Warranty

Repairs and preventive maintenance are FREE* for eligible customers on repairs to Spectrum and VetSpectrum branded surgical instruments.

Get the most from your investment in quality instruments with Movora's Limited Lifetime Repair Guarantee. The dedicated team of our Instrument Repair Service Center brings decades of experience, prolonging useful life with preventive maintenance, sharpening, and alignment.

Movora's German-grade, German-crafted surgical instruments are an investment worth protecting. We are proud to include preventive maintenance and repair service over the useful life of your instruments at no additional cost.

No-Cost Repairs Include:

- Sharpening
- Alignment
- Adjustment
- Needle Holder Tungsten Carbide Replacement

For more details, see Movora's Limited Lifetime Repair Guarantee on next page.

To get started with repairs, customization, or preventive maintenance, contact Movora at news.movora.com/repairs

Your single source for all brands of veterinary instrument repair.

The Instrument Repair Service Center offers these services and more:

- Sharpening & Restoration
- Scissor Sharpening
- Gold-handled Needle Holder Re-Jawing
- Power Equipment Repair
- Instrument Modification
- Pack Restoration
- Orthopedic Sharpening

** Exceptions apply. Please see the full Limited Lifetime Repair Guarantee and Warranty on reverse.*

MMKT-POL-0001-B

Movora

Unleashing the best veterinary outcomes. Together.

Supporting a lifetime of care for companion animals. **Together.**

Instrument Return & Exchange Policy

INSTRUMENT RETURN POLICY, REPAIR WARRANTY, LIMITED LIFETIME REPAIR GUARANTEE/WARRANTY AND *LEGACY* REPAIR GUARANTEE/WARRANTY

Rev 09/2022 Orig 07/2020

Instrument Return & Exchange Policy:

For a period of 90 days from the date of purchase (the "Return Period"), Movora ("Movora"), will accept the return of any purchased Spectrum or VetSpectrum ("STERIS Vet" and "Spectrum AH" only prior to April 4, 2022) surgical instrument sold in the United States by Movora (Or STERIS AH and its authorized agents prior to April 4, 2022) in accordance with the terms of this policy.

This policy serves as a 100% Customer Satisfaction, no questions asked, return policy and Customers may return their purchased instrument for any reason during the Return Period. To facilitate a return, customers must contact a Movora Customer Care Representative for return authorization; instruments will not be processed for return without a Return Authorization and Certificate of Sterilization. Customers are responsible for returning instruments to Movora. Movora will issue prepaid return labels if the return is a result of Movora's mishandling (shipping error, etc.) or a defect in craftsmanship. Instruments must be clean and properly reprocessed prior to return (Accompanied by a Certificate of Sterilization) or the return may be rejected in Movora's sole discretion.

Customization:

Custom-made, color-coded, etched and specially sourced instruments (outside of Movora's current product portfolio) may be returned or exchanged only if a manufacturer defect is identified during an evaluation by Movora Repair Technicians. Instruments found by Movora Repair Technicians to be damaged as a result of any of the following: accident, casualty, alteration, misuse, improper cleaning, care and handling or failure to follow Movora's written instructions are not eligible for return.

During the Return Period, Customers may return an instrument from the Movora portfolio for full credit. Credit will be applied to the Customer's account unless otherwise requested. Credits applied to Customer accounts are not automatically applied to invoices. Special order instruments are excluded unless defective. If found to be defective, an exact replacement will be provided.

Outside of Return Period:

Customers may seek a return outside of the Return Period by contacting a Movora Customer Care Representative for return authorization if and only if the Spectrum or VetSpectrum surgical instrument is un-opened and un-used in the original packaging. Instruments will not be processed for return without a Return Authorization Number. Customers are responsible for returning instruments to Movora.

Repairs:

Limited Lifetime Repair Guarantee and Warranty for Spectrum and VetSpectrum Instruments

Movora offers certain repair services for all Spectrum and VetSpectrum branded surgical instruments (i.e., German-grade, German-crafted only) over the useful life of the instrument at no additional cost to Customers. The repairs included in this service offering are sharpening, alignment, adjustment and tungsten carbide insert replacement (needle holders only) during the useful life of the instrument. Once an instrument has reached the end of its useful life, as determined by Movora in its sole discretion based on an inspection of the instrument that indicates life worn sharpening, excessive pitting or cracking or other similar wear and tear, the instrument will be deemed not repairable, and a replacement instrument may be purchased from Movora.

Customer will notify Movora in writing of any repairs that are requested pursuant to this service offering and Movora will have an opportunity to inspect the relevant instrument(s) prior to performing any repairs.

Requests in writing can be made at movora.com through the online store most relevant to you:

• US, Canada, Europe, Japan

OR through any Movora Distribution Partner's Service Centers:

• Australia, New Zealand, France, UK

All repair services will be performed by Movora Repair Technicians during normal business hours (8:00 AM to 4:30 PM, Central Time, Monday through Friday, except holidays) at Movora's Instrument Repair Center in Jasper, AL. Customers are responsible for sending instruments to Movora's Instrument Repair Center for repair. PLEASE NOTE: This service offering does not apply to repairs required due to damage resulting from improper cleaning or sterilization, accident (including dropped instruments), casualty, alteration, misuse, failure to follow Movora's written instructions (including improper sharpening) or from any prior warranty work, repairs, replacements, or other work (such as repair from another facility) on any instrument that has not been authorized by Movora in writing. In these instances, repair work deemed not covered by these limited warranties for repair and return will be offered the opportunity to be estimated at current rates and lead times for the customer's consideration.

Exclusions:

The Limited Lifetime Repair Guarantee and Warranty is valid for Spectrum and VetSpectrum branded surgical instruments purchased after April 4th, 2022 only. Instruments excluded from this Limited Lifetime Repair Guarantee include but are not limited to:

- KYON Fine Touch Instrumentation
- I-Loc Instrumentation
- Non-Spectrum and Non-VetSpectrum branded surgical instruments
- Spectrum and VetSpectrum branded surgical instruments purchased before April 4th, 2022.

Instrument and Device Repair Warranty

All surgical instrument and device repairs performed by Movora will be free from defects in material and workmanship for a period of 30 days following such repair. This repair warranty does not apply to any instruments found to be damaged as a result of any of the following: accident, casualty, alteration, misuse, improper cleaning, care and handling or failure to follow Movora's written instructions.

***Legacy* Limited Lifetime Repair Guarantee and Warranty – Effective January 1st, 2023**

The following Legacy Limited Lifetime Repair Guarantee and Warranty is in lieu of and takes precedence over all previous warranties and repair guarantees for all Spectrum Vet-branded, IMS-branded, and IMS Spectrum-branded Animal Health surgical instruments.

This policy applies ***ONLY*** to all veterinary surgical instruments sold by STERIS Animal Health or its authorized agents ***prior to April 4, 2022*** bearing the following instrument etches: Spectrum Vet-branded, IMS-branded, and IMS Spectrum-branded Animal Health instruments.

Movora offers certain repair services for all Spectrum Vet-branded, IMS-branded, and IMS Spectrum-branded Animal Health surgical instruments (i.e., German-grade, German-crafted only) at no additional cost to Customers. The repairs included in this service offering are sharpening, alignment, adjustment, and tungsten carbide insert replacement (needle holders only) during the useful life of the instrument. Once an instrument has reached the end of its useful life, as determined by Movora in its sole discretion based on an inspection of the instrument that indicates life worn sharpening, excessive pitting or cracking or other similar wear and tear, the instrument will be deemed not repairable. If the Spectrum Vet-branded, IMS-branded, or IMS Spectrum-branded Animal Health surgical instrument is deemed not repairable, a new instrument quote with be provided for consideration with replacement cost for the Customer.

Customer will notify Movora in writing of any repairs that are requested pursuant to this service offering and Movora will have an opportunity to inspect the relevant instrument(s) prior to performing any repairs.

Requests in writing can be made at movora.com through the online store most relevant to you.

• US, Canada, Europe, Japan

OR through any Movora Distribution Partner's Service Centers:

• Australia, New Zealand, France, UK

All repair services will be performed by Movora Repair Technicians during normal business hours (8:00 AM to 4:30 PM, Central Time, Monday through Friday, except holidays) at Movora's Instrument Repair Center in Jasper, AL. Customers are responsible for sending instruments to Movora's Instrument Repair Center for repair. PLEASE NOTE: This service offering does not apply to repairs required due to damage resulting from improper cleaning or sterilization, accident (including dropped instruments), casualty, alteration, misuse, failure to follow Movora's written instructions (including improper sharpening) or from any prior warranty work, repairs, replacements, or other work (such as repair from another facility) on any instrument that has not been authorized by Movora in writing. In these instances, repair work deemed not covered by these limited warranties for repair and return will be offered the opportunity to be estimated at current rates and lead times for the customer's consideration.

Limitation of Liability

All Spectrum Vet, IMS, IMS-Spectrum and VetSpectrum animal health surgical instruments are sold "as-is" and this return policy, repair warranty, limited lifetime repair guarantee and warranty and legacy limited lifetime repair guarantee and warranty are in lieu of all warranties, whether oral, written, express, or implied, including without limitation, warranties of merchantability and fitness for a particular purpose, and all such warranties are expressly excluded. Movora's obligations and customer's remedies are limited to those specifically set forth in this return policy, repair warranty, limited lifetime repair guarantee and warranty and legacy limited lifetime repair guarantee and warranty. Movora's liability, based on any theory, will not exceed the price of the individual animal health instrument whose defect for damage is the basis of the claim. In no event will Movora be liable for any loss of profits, loss of use of facilities or equipment, or other indirect, special, incidental, or consequential damages of any kind.

Please contact a Movora Customer Care Representative at movora.com with any questions.