

Vetasyst 24 month Limited Warranty



What This Warranty Covers

This Limited Warranty covers defects in materials and workmanship under normal use of your **Vetasyst Vetcare Unit** ("Product") for the Warranty Period.

Warranty Period

This Limited Warranty applies for 24 months from the date of original purchase ("Warranty Period").

What We Will Do

If a defect arises during the Warranty Period, **Vetasyst Pty Ltd** will, at its option:

- Repair the defective Product free of charge,
- Replace the Product with the same or equivalent model, or
- Provide a refund of the purchase price.

Shipping costs for warranty claims may be covered at Medasyst's discretion.

What This Warranty Does Not Cover

This Limited Warranty does not cover:

- Damage caused by misuse, abuse, neglect, accidental damage, or liquid ingress not intended by design.
- Damage resulting from unauthorised modification, repair, or use with non-approved accessories.
- Normal wear and tear, cosmetic damage (such as scratches or dents), or consumable parts (e.g., seals, batteries)

unless due to a defect in materials or workmanship.

How to Obtain Warranty Service

To make a claim:

1. Contact **Vetasyst Pty Ltd** by email info@vetasyst.com.au with your serial number and proof of purchase.
2. Describe the issue clearly and provide photos or videos if requested.
3. If needed, return the Product to the address provided by Medasyst's customer support team.

Please do not send the product back without prior approval. A reference number will be issued prior to shipping.

Consumer Rights — Australia

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to:

- A replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.
- Repair or replacement if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is in addition to your rights under the Australian Consumer Law.

Limitation of Liability

To the extent permitted by law, **Vetasyst Pty Ltd** will not be liable for any incidental or consequential damages arising from the use or inability to use this Product.

info@vetasyst.com.au