

# **ADDED VALUE** **SERVICES GUIDELINES**

Enhance Your Equipment Investment with  
Medigear's Added Value Services



# Added Value Services Guidelines

This document provides detailed information on the added value services offered by Medigear to enhance your experience and ensure the optimal performance and longevity of your equipment. The services include Maintenance, Insurance, and Business Continuity. This guide provides detailed information on each service, helping you make an informed decision to safeguard your investment.

## 1. Warranty Service

### Description

Our Warranty Service provides comprehensive coverage for your equipment, ensuring that any defects or malfunctions are addressed within the warranty period. In addition to a complimentary warranty, we offer optional extended warranty coverage, allowing you to extend the protection beyond the standard period.

### Benefits

- **Comprehensive Coverage:** Protection against manufacturing defects and malfunctions within the warranty period.
- **Optional Extended Coverage:** Flexibility to extend the warranty period beyond the standard complimentary coverage.
- **Peace of Mind:** Assurance that your equipment is covered for repairs or replacements in case of any issues.
- **Cost Savings:** Avoid unexpected repair or replacement costs by extending the warranty coverage for a longer period.

## 2. Maintenance Service

### Description

Our Maintenance Service ensures that your equipment remains in peak condition through scheduled check-ups and servicing. This service is designed to prevent unexpected breakdowns and extend the lifespan of your equipment.

### Benefits

- **Regular Inspections:** Scheduled inspections to detect and rectify potential issues before they become major problems.
- **Expert Servicing:** Professional servicing by qualified technicians.
- **Increased Equipment Lifespan:** Regular maintenance can significantly extend the life of your equipment.
- **Reduced Downtime:** Preventative maintenance reduces the likelihood of unexpected breakdowns, ensuring continuous operation.

### 3. Insurance Service

#### Description

Our Insurance Service provides comprehensive coverage for your equipment, protecting you against potential losses due to damage, theft, or other unforeseen events.

#### Benefits

- **Comprehensive Coverage:** Protects against a wide range of risks including theft, accidental damage, and natural disasters.
- **Peace of Mind:** Assurance that your investment is protected, allowing you to focus on your core business activities.
- **Financial Security:** Minimizes financial losses in the event of damage or loss of equipment.

### 4. Business Continuity Service

#### Description

Our Business Continuity Service ensures that your operations remain uninterrupted in the event of equipment failure. This service includes rapid response and replacement options to minimize downtime and maintain productivity.

#### Benefits

- **Rapid Response:** Fast response times to address equipment issues promptly.
- **Replacement Options:** Provision of replacement equipment to ensure continuous operation.
- **Minimized Downtime:** Ensures that your business operations are not significantly affected by equipment failures.

# Terms and Conditions

## General Terms

1. **Service Activation:** Services will be activated upon confirmation of payment and agreement to the terms and conditions.
2. **Service Duration:** The duration of the services will be aligned with the loan term selected during the purchase.

## Warranty Service

1. **Coverage:** The warranty covers defects and malfunctions in equipment due to manufacturing faults or standard usage as specified by the manufacturer.
2. **Warranty Period:** Includes a free warranty period provided with the equipment, with an option to purchase an extended warranty for additional coverage beyond the initial period.
3. **Claims Process:** Warranty claims must be reported within 7 days of detecting the defect. Proof of purchase and details of the issue are required.
4. **Exclusions:** Does not cover damage resulting from misuse, unauthorized repairs or modifications, external accidents, or normal wear and tear.
5. **Service Response Time:** Warranty claims will be assessed within 48 hours, and repairs or replacements will be initiated promptly upon claim approval.

## Maintenance Service

1. **Scope of Service:** Includes regular inspections and servicing as per the manufacturer's guidelines.
2. **Exclusions:** Does not cover repairs due to misuse, unauthorized modifications, or external damage.
3. **Service Scheduling:** Maintenance visits must be scheduled in advance and are subject to technician availability.

## Insurance Service

1. **Coverage:** Comprehensive coverage includes theft, accidental damage, and natural disasters.
2. **Claims Process:** Claims must be reported within 48 hours of the incident. Proof of loss or damage is required.
3. **Exclusions:** Does not cover intentional damage, loss due to negligence, or wear and tear.

## Business Continuity Service

1. **Response Time:** Rapid response is guaranteed within 24 hours of reporting an equipment failure.
2. **Replacement Equipment:** Replacement equipment will be provided on a temporary basis until the original equipment is repaired or replaced.
3. **Exclusions:** Does not cover delays caused by factors beyond Medigear's control, such as natural disasters or supply chain disruptions.