Warranty Certificate

Manufacturer

Company Medroco Medikal Robotik Anonim Şirketi
Address Orta Mahalle, Kavaklar Caddesi No:15, Ofisada Plaza, Adapazarı / Sakarya, Türkiye
Email **info@medroco.com** · Web: **medroco.com**
MERSIS 0614145362600001

Seller and delivery

The seller's details and the invoice date and number are stated on the product invoice. The warranty period starts on the delivery date. The invoice or order details are sufficient for a warranty claim.

Product

Type Portable force platform
Brand Medroco
Model VivePad VPC02
Serial number stated on the label on the underside of the device
Warranty period **24 months**
Maximum repair time **20 business days**
Service life **5 years**

Warranty terms

1. The warranty period starts on the date the product is delivered to the consumer and is 24 months.
2. The entire product, including all its parts, is covered by the warranty.
3. If the product is found to be defective, the consumer may exercise one of the elective rights set out in Article 11 of Consumer Protection Law No. 6502: withdrawing from the contract by stating readiness to return the product; keeping the product and requesting a price reduction in proportion to the defect; requesting free repair, with all costs borne by the seller, unless this entails excessive cost; or, where possible, requesting replacement of the product with a defect-free equivalent.
4. If the consumer exercises the right to free repair and the product fails again within the warranty period, or the maximum repair time is exceeded, or an authorized service station, the seller, the manufacturer or the importer determines in a report that repair is not possible, the consumer may request

a refund of the price, a price reduction in proportion to the defect or, where possible, replacement of the product with a defect-free equivalent. The seller cannot refuse this request.

5. The repair time of the product cannot exceed 20 business days. This period starts on the date the fault is notified to the authorized service station or the seller during the warranty period, and on the date the product is delivered to the authorized service station outside the warranty period. If the fault cannot be remedied within 10 business days, the manufacturer provides another product with similar features for the consumer's use until the repair is completed.
6. If the product fails within the warranty period, the time spent on repair is added to the warranty period.
7. Faults caused by use contrary to the instructions in the user manual are not covered by the warranty. This includes: exceeding the maximum static load limit (400 kg) and repeated dynamic overloads; contact with liquids; dropping and impact; opening the device outside authorized service; removing the battery, replacing parts or unauthorized interference with the software; and using a power source other than the one specified in the manual.
8. In disputes arising from the exercise of rights under the warranty, the consumer may apply to the Consumer Arbitration Committee or the Consumer Court at the consumer's place of residence or the place where the consumer transaction took place.
9. If the seller does not provide this Warranty Certificate, the consumer may apply to the General Directorate of Consumer Protection and Market Surveillance of the Ministry of Trade.

Service

Warranty and service requests: **medroco.com/en/service-request** (if the form is unavailable, **info@medroco.com**). The request must include the device serial number (from the label or from My Devices in the app) and a description of the fault; shipping instructions are given by email. Authorized service station: manufacturer's headquarters (address above).