

RAVAYE™ E2 VEIN FINDER · MODEL PM-VF-100

Limited Warranty Policy

India only - for Ravaye™ E2 Vein Finders sold by Polymatech or its authorised dealers.
Effective 20 October 2026. Version 5.

1. Warrantor and covered product

This Limited Warranty is given by Polymatech Electronics Limited, India, the manufacturer of the Ravaye™ E2 Vein Finder, model PM-VF-100. It applies to eligible units sold by Polymatech or by an authorised Polymatech dealer or distributor for use in India. This warranty applies only to the Indian market.

2. Standard and extended warranty periods

Every eligible Vein Finder is covered by a one-year standard limited warranty beginning on the original date of purchase. The original purchaser may activate one additional year by registering the product at www.polymatechworld.com/register-product.html within seven calendar days of purchase. The maximum warranty period is two years from the original purchase date. Registration does not restart the warranty period.

Important: failure to register within seven calendar days does not remove the one-year standard limited warranty or any non-waivable statutory rights. It only prevents activation of the additional second year.

3. Product registration

Registration requires the purchaser's contact details, the product model and serial number, the original purchase date, the seller's details, a copy of the invoice or receipt, and acceptance of these terms. A complete registration submitted within seven calendar days of purchase secures the additional second year, even if Polymatech's confirmation email is sent after that period. Polymatech confirms each registration by email.

4. Proof of purchase

A dated invoice, receipt or equivalent transaction record is normally required. If acceptable proof is unavailable, Polymatech may determine the start date from shipment, dealer, installation or serial-number records. Registration alone does not replace proof of purchase unless Polymatech expressly accepts it.

5. Warranty coverage

During the applicable period, the covered Vein Finder is warranted to be free from defects in materials and workmanship under normal use in accordance with the instructions for use, safety information, cleaning and maintenance instructions and its intended professional use.

6. Available remedies

After technical evaluation of an eligible claim, Polymatech may repair the defective product or component, replace it with the same or a functionally equivalent product, or provide another remedy required by applicable law. Replacement products or components may be new or professionally refurbished where permitted by law. Coverage continues for the unexpired original warranty period or any longer minimum period required by law.

7. Exclusions

The warranty does not cover failure or damage caused by misuse, abuse, neglect, accident, improper handling, use outside the intended purpose, improper installation or storage, unauthorised opening or repair, unsuitable accessories or power supplies, external events, normal cosmetic wear, transport damage after delivery, an unreadable serial number, third-party equipment, or a condition for which no product defect is found. Coverage may be refused only to the extent that an excluded circumstance caused or contributed to the defect.

8. Clinical-use limitation

The warranty covers defects in the product. It does not guarantee identification of every vein, a clinical outcome, successful vascular access, suitability for every patient or performance outside the intended use. The Vein Finder is an aid for trained healthcare professionals and does not replace professional clinical judgement.

9. Making a warranty claim

Contact Polymatech at service@polymatechworld.com, or the authorised dealer from whom the product was bought, before returning a product. Provide the purchaser's details, model, serial number, proof of purchase, a description of the problem and reasonable diagnostic information. No product should be returned without prior written authorisation and a return reference number.

10. Inspection and no-fault findings

Returned products may be inspected and tested. If no covered defect is found, Polymatech may return the product, offer chargeable repair, or charge reasonable inspection, handling or transport costs after informing the customer. Chargeable work will not be carried out without the customer's authorisation.

11. Transport costs

Responsibility for shipping, insurance, customs charges and related expenses depends on the purchaser's location, the sales channel, the outcome of the claim, the dealer arrangement and applicable law. Polymatech will confirm the arrangements when authorising a return.

12. Dealer and distributor purchases

A purchaser who buys through an authorised dealer or distributor may register directly with Polymatech and must identify the seller and provide valid proof of purchase. Polymatech may verify the transaction with the seller. The list of authorised dealers is published at www.polymatechworld.com/where-to-buy.html.

13. Transferability

The additional second-year warranty is intended for the original purchaser and is not transferable unless Polymatech approves the transfer in writing and updates the registration record. This does not restrict any rights a subsequent owner has under applicable law.

14. Geographic scope

This policy applies only to eligible products sold for use in India by Polymatech or its authorised dealers. Applicable Indian laws and statutory rights apply in addition to this policy.

15. Limitation of liability

To the maximum extent permitted by applicable law, Polymatech's responsibility is limited to the remedies stated in this policy. Polymatech is not responsible for loss of data, revenue or use, substitute equipment, clinical expenses, or incidental, indirect, special or consequential damages. Where applicable law does not permit a limitation, it applies only to the maximum extent permitted.

16. Statutory rights

This policy gives the purchaser specific rights. The purchaser may also have other rights under the law of the country of purchase. Nothing in this policy excludes, limits or modifies any right or remedy that cannot lawfully be excluded, limited or modified.

17. Safety and regulatory reporting

Registration and warranty claims do not replace safety or regulatory reporting. Any malfunction, deterioration, injury or event involving actual or potential harm should be reported promptly to service@polymatechworld.com, marked "Safety report". Urgent safety concerns must not be submitted only through the registration form.

18. Personal information

Registration information is used for warranty administration, product identification, ownership records, safety communications, service and support, seller verification and regulatory obligations, as described in the Polymatech privacy notice at www.polymatechworld.com/privacy.html. Privacy questions: privacy@polymatechworld.com.

19. Changes to this policy

The terms applicable to a product are those made available at the time of its original sale. A later revision will not reduce warranty rights already granted.

20. Contact

Polymatech Electronics Limited

Plot No. OZ-13, SIPCOT Hi-Tech SEZ, Oragadam, Sriperumbudur Village, Kanchipuram District, Tamil Nadu 602 105, India

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