

Service and Warranty

PRODUCT WARRANTY: Thompson Surgical Instruments, Inc. warrants that all instruments are free from defects in material or workmanship for 10 years *. This warranty is void if failure of the product has resulted from normal wear and tear from instrument use, accident, abuse, misapplication, negligence, or if the product has been damaged, altered or repaired outside of Thompson Surgical's facility. Warranty void if purchased from a non-authorized supplier/distributor.

- * Malleable and Cobra blades carry a two (2) year guarantee against defects in both material and workmanship. Please replace Cobra blades after two (2) years of surgical use or 200 uses if this occurs first to avoid possible fracturing or cracking of Cobra blade tips.
- * Radiolucent Hip blades carry a one (1) year guarantee against defects in both material and workmanship. Please replace Radiolucent Hip blades after one (1) year of surgical use or 100 uses if this occurs first to avoid possible fracturing or breakage.
- * Fiberoptic Xenon lighting products carry a 60 day guarantee. Fiberoptic LED lighting products carry a one year guarantee. Fibers are not warranted against breakage. Please be cautious when handling and avoid stepping on or kicking the fiber optic cable to prevent damage.
- * Blade finishes do not carry a warranty.
- * Please note that aluminum blades are sensitive to high and low pH levels. Please follow cleaning and sterilization instructions exactly. (See Thompson Retractor IFU.) Failure to do so may cause aluminum blade staining, pitting, or other corrosion and will void blade warranty.

REFURBISHMENT PROGRAM AND POLICY: Your Thompson Retractor may be sent in and refurbished back to like-new quality **. Free loaner sets are available while your equipment is being refurbished. Some limitations apply. **Any refurbishments made outside of our facility will void the warranty.** Contact your account manager for details.

** Refer to the Refurbishment Program sheet for all refurbishment costs.

** Discontinued or "beyond repair" products may require a replacement purchase.

** Thompson may be unable to refurbish or repair instruments that are beyond their life of 10 years.

FREE TRIALS: In the United States only, Thompson offers 30 day free trials on all stock accessories, blades and systems. A no charge purchase order is required for all trials. Included in the free trial is standard ground shipping to your facility.

Please call your account manager for an RMA # prior to returning any portion of your trial. Shipping charges back to Thompson are the responsibility of the customer. Please reference the **RETURNS** section below for more details on return shipments.

UPGRADE AND TRADE-IN PROGRAM: Domestically, upgrade discounts are given on the exchange of old components, or exchange of another brand of retractor, toward the purchase of new updated designs. Please call for details.

CUSTOM MADE INSTRUMENTS: THERE ARE NO FREE TRIALS OF CUSTOM MADE INSTRUMENTATION. ALL SALES ARE FINAL ON CUSTOM MADE INSTRUMENTATION. Custom instruments typically require a 2-4 week lead time to be manufactured.

SATISFACTION GUARANTEE: You may return any instruments or unopened packages of single-use products in resalable condition within 30 days of purchase without a restocking charge and up to 60 days with a 20% restocking fee. All sales are final after 60 days. Please call your account manager for an RMA # 48 hours prior to returning any product.

SHIPPING (USA): Shipping charges are the customer's responsibility. Most orders ship within three (3) business days via ground transportation unless expedited shipping is requested.

SHIPPING (OUTSIDE USA): Shipping charges are the distributor's responsibility. Most orders ship within five (5) business days.

RETURNS: Email returns@thompsonsurgical.com or call 800-227-7543 (outside the USA: +1-231-922-0177) for an RMA # prior to returning instrumentation. Please note that ALL Distraction Screw sales are final.

When returning defective instruments, please send all affected components (for example: if sending a collapsed joint, also send the corresponding rods so that they may be inspected).

All products must be decontaminated before returning. Loaner and trial sets must undergo all steps of decontamination, cleaning, disinfection, inspection, and sterilization before being returned to Thompson Surgical Instruments, Inc. (Hospital must indicate cleaning/sterilization of instruments on return packaging.)

When shipping instrument cases (such as during a product return), **DO NOT** place Elite Rail Clamps or Power Rail Clamps in instrument cases. Please package Elite Rail Clamps and Power Rail Clamps separately. If not packaged separately, outside of the instrument case, they may damage the instrument case during shipping. Blades and frame components (EXCEPT Rail Clamps) must be placed in instrument case in individual holders (where present) during transportation and shipping to prevent damage.

SHIP YOUR INSTRUMENTS TO: RMA# _____
Thompson Surgical Instruments, Inc.
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