

Jewell Nursing Solutions

Satisfaction Guarantee and Warranty Terms

AUGUST 2020

Satisfaction Guarantee

The Backbone™ / Bedsore Rescue Positioning Wedge Cushion® is designed to support a person at near 30 degrees lateral turned position for a sustained period of time. If you are not completely satisfied that The Backbone™ / Bedsore Rescue Positioning Wedge Cushion® functions as specified when used as directed, Jewell Nursing Solutions will return your purchase in full. Guarantee is limited to 2 or less cushions. Product must be returned within 10 days of delivery receipt and be free of damage from misuse.

Unopened product is fully refundable for up to One (1) year after purchase, regardless of quantity.

Facilities considering bulk purchase may purchase up to 2 each size for trial at a 50% discounted rate under satisfaction guarantee terms. All purchases after trial purchase are not refundable except if unopened, and/or as below according to warranty terms.

Warranty

Jewell Nursing Solutions represents and warrants that all products shall be free from defects in material, workmanship, design and manufacturing. Jewell Nursing Solutions further represents and warrants that the products shall conform to the specifications, drawings and samples furnished by Jewell Nursing Solutions or contained in the non-price specifications and shall be safe for the use described in instructions for use. If any products fail to conform to the warranties set forth in this section and a claim is made by a buyer on account of such failure, Jewell Nursing Solutions shall, at the option of the buyer, promptly either replace the non-conforming products with substantially similar products or credit the purchase price of the products to the buyer. Supplier shall bear all costs of returning, replacing, and disposing of the non-conforming products. Products, as well as all risk of loss or damage to the non-conforming products from and after the time they leave the physical possession of the buyer. The warranties shall survive any inspection, delivery, acceptance or payment by a buyer. Warranty does not include damages arising from abnormal or misuse, including but not limited to: exposure to sharp objects, excessive heat or fire, corrosive chemicals, negligent or improper use, intentional dismantling or destruction and/or full submersion in liquid including laundering machines.

Nothing in this Satisfaction Guarantee and Warranty shall be construed as an acceptance of responsibility or liability for the development of pressure injuries, nor does Jewell Nursing Solutions guarantee pressure injury prevention or healing of pressure injury wounds based solely on the use of afore mentioned products.