TRUECLOT®
Integrated MedCraft

TrueClot® Product: Limited Warranty

Thank you for choosing **TrueClot®** hemorrhage control / trauma training products from Integrated MedCraft® **(IMC)**. We appreciate your trust in our products and are committed to providing reliable, high-quality training solutions. This warranty applies to TrueClot® simulated blood, simulated hemostatic gauze, task trainers, wearable task trainers, training kits, accessories, and other products sold under the TrueClot® brand.

Products are sold solely for the purpose of Use in Training.

Limited Warranty for Reusable Task Trainers and Wearable Trainers

What This Warranty Covers

Integrated MedCraft® warrants that, when stored, cleaned and used according to our published specifications and instructions**,** TrueClot® reusable training products will perform as intended and meet our published product specifications.

This Limited Warranty covers defects in materials or workmanship that occur during normal use within the applicable Warranty Period.

This warranty applies only to reusable physical TrueClot® products purchased directly from Integrated MedCraft® or through an authorized distributor.

Limited Warranty for Single Use Products (Blood, Blood Concentrates and Gauze)

What This Warranty Covers

TrueClot® simulated blood (pre-mix and concentrates) and simulated hemostatic gauze are designed and sold for **single-use only** and are warranted for one use, prior to the marked expiration date. These products should not be reused.

What This Warranty Does Not Cover

- This Limited Warranty does not cover, and Integrated MedCraft® shall not be liable for, the following: The product has been modified by anyone other than Integrated MedCraft® or a party expressly authorized in writing by Integrated MedCraft®.
- Defects, damage, or other conditions caused, in whole or in part, by misuse, abuse, negligence, alteration, accident, freight damage, tampering, or failure to seek and obtain authorized repair or replacement in a timely manner, as determined by Integrated MedCraft® in good faith.
- Products which are not used in accordance with the User Instructions or published specifications.
- Products that have not been properly cleaned, stored or maintained.
- Accessories or parts not purchased directly from Integrated MedCraft® or from an authorized distributor.
- Costs and expenses of routine maintenance.
- Any after-market additions, repairs, modifications, replacement parts or installation (including related costs) performed without express advance written authorization by Integrated MedCraft®.
- Representations and warranties made by any person or entity other than Integrated MedCraft®.
- Any required repairs outside of the stated warranty period.
- The claimed issue relates to normal wear and tear, cosmetic discoloration, fading, staining, odor, residue or other appearance changes that do not affect the training performance.

Staining and Cleanup Disclaimer

TrueClot® simulated blood is designed to reduce staining and allow cleanup with warm water and soap when used according to instructions. Integrated MedCraft® does not guarantee stain-free results on all materials, fabrics, surfaces, uniforms, footwear, training platforms, flooring, vehicles, or equipment.

Third-Party Platform Disclaimer

Integrated MedCraft® is not responsible for compatibility issues, clogging, staining, degradation, or damage involving cadavers, third-party manikins, pumps, tubing, task trainers, moulage, fabrics, flooring, equipment, or training platforms unless Integrated MedCraft® has specifically identified the product as compatible in writing.

This limited warranty shall extend only to the initial purchaser of the product(s) and is not assignable.

No employee, distributor, representative, or agent of Integrated MedCraft® is authorized to make any oral warranties or representations that modify or extend this Limited Warranty.

Disclaimer of Other Warranties

EXCEPT FOR THE WARRANTIES EXPRESSLY SET FORTH HEREIN OR IN THE CONTRACT OF SALE, THE PRODUCTS ARE PROVIDED “AS-IS” AND INTEGRATED MEDCRAFT (IMC) DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PURCHASER ACKNOWLEDGES THAT NO REPRESENTATIONS WERE MADE TO OR RELIED UPON BY PURCHASER WITH RESPECT TO THE PRODUCTS, OR TO THEIR PERFORMANCE, OPERABILITY, QUALITY, VALUE OR FUNCTION.

LIMITATION OF LIABILITY

ANY LIABILITY OF IMC TO THE PURCHASER ARISING OUT OF THE PERFORMANCE OR NON-PERFORMANCE OF IMC’S OBLIGATIONS UNDER THE CONTRACT OF SALE OR THE SALE, OPERATION OR USE OF THE PRODUCTS, OR ANY PRODUCT OR PART THEREOF OR ANY ENGINEERING, DESIGNING, MANUFACTURING OR REPAIR THEREOF OR CONNECTED THEREWITH, WHETHER UNDER THE TERMS OF THE WARRANTY OR OTHERWISE, SHALL BE LIMITED EXCLUSIVELY TO THE COST OF OR REPLACEMENT OR REPAIR OF DEFECTIVE PARTS (IF APPLICABLE), AND SHALL NOT INCLUDE LIABILITY FOR ANY PENALTIES, OTHER LIQUIDATED DAMAGES, DIRECT, INDIRECT, SPECIAL, PUNITIVE, CONTINGENT, CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER, WHETHER FORESEEN OR UNFORESEEN, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST SALES, DOWNTIME COSTS, REPLACEMENT COSTS OR INJURY TO PERSONS OR PROPERTY. IMC SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES, WHETHER ARISING OUT OF BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OR STRICT LIABILITY CLAIMS) OR OTHER THEORIES OF LAW, WITH RESPECT TO GOODS SOLD OR SERVICES RENDERED BY IMC, OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.

Notice of Claims

The Purchaser shall immediately survey and inspect the products upon receipt and shall without delay notify IMC in writing of any claims within five business days after the purchaser discovers or should have discovered facts upon which the claim is based. Failure to give such notification as aforesaid shall be deemed a waiver of any such claim.

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Warranty Period for Task Trainers and Wearables

Unless otherwise stated, the warranty period for TrueClot® **Task Trainers and Wearables is one (1) year from the original date of purchase**.

Warranty Period for Single Use Products (Blood, Blood Concentrates and Gauze)

Unless otherwise stated, the warranty period for **TrueClot® Blood, Blood Concentrates and Gauze are for one use prior to the marked expiration date.**

If a product or component is repaired or replaced under this warranty, the replacement item will be covered for the remainder of the original warranty period.

Warranty Remedy

If you believe your product has a defect in materials or workmanship during the applicable warranty period, please notify Integrated MedCraft® in writing via email or mail at the address below. Please include pictures of the damaged goods, proof of purchase, and lot numbers if applicable.

After evaluating the claim, Integrated MedCraft® will, at its sole discretion:

- Repair the product
- Replace the product or affected component; or
- Provide another appropriate warranty remedy as determined by Integrated MedCraft®.

These remedies constitute the customer's exclusive remedy under this Limited Warranty.

Customer Responsibilities

To help ensure proper product performance and maintain warranty coverage, customers are responsible for:

- Using the product according to Integrated MedCraft's published specifications and instructions.
- Properly storing and maintaining the product.
- Flushing TrueClot® simulated blood from compatible training platforms and thoroughly drying the products immediately after each use, as directed in the User Instructions.

Integrated MedCraft® is not responsible for damage to training platforms, clothing or footwear resulting from improper cleaning, maintenance, or use of simulated blood products.

Customers may not reverse engineer, alter, disassemble, deconstruct, or otherwise attempt to determine the composition or design of any product, nor authorize others to do so.

Our commitment to you!

At Integrated MedCraft®, we are committed to providing dependable products and responsive customer support. If you have questions regarding your warranty or need assistance with a TrueClot® product, please contact our Customer Service team.

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