

OBT-WAR-2026-A

LIMITED WARRANTY POLICY

Effective Date: July 20, 2026

This Limited Warranty Policy ("Warranty") applies to Levion™ Cervical Collars and associated replacement padding manufactured and sold by Outcome-Based Technologies, LLC ("OBT," "we," "our," or "us"). By purchasing or using an OBT product, the purchaser agrees to the terms of this Warranty.

1. Limited Warranty Coverage

OBT warrants that its products are free from defects in materials and workmanship under normal use and service, subject to the terms, conditions, and limitations set forth in this Warranty.

This Warranty applies only to the original purchaser or the original patient for whom the product was custom fabricated and is non-transferable.

2. Warranty Period

Summary

Item	Warranty Period	Notes
Levion™ Cervical Collar	One (1) Year	
BamDex™ Padding System (Softgoods)	Six (6) Months	Does not cover normal wear and tear.

Levion™ Cervical Collar

The structural components of the Levion™ Cervical Collar, including the anterior shell, posterior shell, hinges, adjustment mechanisms, dials, closures, and other permanently attached components, are warranted against defects in materials and workmanship for a period of **one (1) year** from the date of delivery to the original purchaser or patient.

BamDex™ Padding System (Softgoods)

The removable padding system supplied with the Levion™ Cervical Collar, including replacement pad sets, is warranted against defects in materials and workmanship for a period of **six (6) months** from the date of delivery.

Because the padding system is a normal wear component, changes in appearance, compression, staining, odor, discoloration, or gradual wear resulting from normal use are not considered defects.

3. What This Warranty Covers

During the applicable warranty period, OBT may, at its sole discretion:

- Repair the defective product;
- Replace the defective product or component with the same or a comparable product;
- Provide replacement parts; or
- Issue another remedy deemed appropriate by OBT.

Warranty replacement products may be new or refurbished.

4. What This Warranty Does Not Cover

This Warranty does not cover damage or failure resulting from:

- Normal wear and tear;
- Cosmetic damage that does not affect function;
- Improper fitting or adjustment by unauthorized individuals;
- Failure to follow the Instructions for Use (IFU);
- Misuse, abuse, negligence, accident, or improper handling;
- Unauthorized modification or repair;
- Improper cleaning or use of unapproved cleaning agents;
- Exposure to excessive heat, flame, chemicals, or environmental conditions outside normal use;
- Damage caused during shipping by third-party carriers after delivery;
- Use outside the intended medical purpose;
- Patient anatomy changes requiring a newly fabricated device.

For padding specifically, this Warranty does not cover normal foam compression, fabric wear, staining, odors, discoloration, fraying resulting from ordinary use, or deterioration caused by repeated laundering beyond normal expected service life.

5. Custom-Fabricated Medical Devices

Each Levion™ Cervical Collar is custom fabricated for an individual patient using patient-specific anatomical information.

Because of its custom nature, the product cannot be resold or reused and is **not eligible for return solely because of patient preference, changes in medical condition, or changes in physician treatment plans.**

6. Warranty Claims

To submit a warranty claim, the purchaser or healthcare provider should contact OBT and provide:

- Patient or purchaser name;
- Product serial number (if applicable);

- Date of purchase or delivery;
- Description of the issue;
- Photographs of the product, if requested; and
- Any additional information reasonably requested by OBT.

OBT may require return of the product for inspection before approving a warranty claim.

7. Warranty Determination

All warranty claims are evaluated by OBT.

OBT reserves the sole right to determine whether a reported condition constitutes:

- A manufacturing defect covered by this Warranty;
- Normal wear and tear;
- Accidental damage;
- Improper use; or
- A condition otherwise excluded under this Warranty.

OBT's determination shall be final.

8. Limitation of Liability

To the maximum extent permitted by law, OBT's total liability under this Warranty shall be limited to the repair or replacement of the defective product or component.

OBT shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages, including but not limited to loss of income, medical expenses, substitute products, lost profits, or interruption of business.

9. Disclaimer of Other Warranties

Except as expressly stated herein, OBT disclaims all other warranties, whether express, implied, statutory, or otherwise, including any implied warranties of merchantability, fitness for a particular purpose, or non-infringement, to the fullest extent permitted by applicable law.

Some jurisdictions do not allow limitations on implied warranties, so certain limitations may not apply.

10. Governing Law

This Warranty shall be governed by the laws of the State of Arizona without regard to conflict of law principles.

Any dispute arising under this Warranty shall be resolved exclusively in the state or federal courts located in Maricopa County, Arizona.

11. Contact Information

Outcome-Based Technologies, LLC
7830 E. Gelding Drive, Suite 300
Scottsdale, Arizona 85260

Telephone: (888) 609-2563
Fax: (888) 619-5948
Email: info@obtdme.com
Website: www.obtdme.com

Questions regarding this Warranty Policy or warranty claims may be directed to OBT using the contact information above.