

LIMITED WARRANTY FOR ASSISI PRODUCTS

Limited Warranty

The warranty obligations of Zomedica Inc. and its affiliates (“Zomedica”) for the Assisi Loop®, Assisi Loop Lounge®, Assisi EquiLoop™, DentaLoop® and Calmer Canine® products (each a “Product, and collectively, the “Products”) are limited to the terms set forth in this limited warranty.

What is Covered

This limited warranty covers defects in materials and workmanship for the Products.

What is Not Covered

This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or storage, misuse, abuse, accident, neglect, or exposure to excess moisture (including pet urine), heat or cold including without limitation damage caused by your pet. This warranty does not cover any damage or malfunction resulting from any unauthorized tampering with the Products (such as attempting to open a sealed case) or any repairs attempted by a party not authorized by Zomedica to make such repairs, or any other cause not directly related to a defect in materials and/or workmanship of the Product.

How Long this Coverage Lasts

This limited warranty lasts from the date of purchase for (i) 90 days for the Assisi Loop, EquiLoop, DentaLoop and Calmer Canine products; (ii) two (2) years from the date of purchase for Assisi Loop Lounge® products purchased prior to October 23, 2025; and (iii) the lifetime of Assisi Loop Lounge products purchased on or after October 23, 2025.

Who is Covered

Only the original purchaser of the Product who purchases from an authorized reseller (including veterinarians) or directly from Zomedica is covered under this limited warranty. This limited warranty is not transferable to subsequent purchasers or owners of the Product.

What Zomedica Will Do

Zomedica will, in its sole option, provide one of the following remedies to whatever extent it deems necessary to satisfy a proper claim under this limited warranty:

1. Repair the Product within a reasonable period of time, free of any charge for the necessary parts and labor to complete the repair and restore the Product to its proper operating condition. Zomedica will pay the shipping costs necessary to return the Product once the repair is complete.
2. Replace the Product with a direct replacement or with a similar Product. If a direct or similar replacement Product is supplied, the original Product’s end warranty date remains unchanged and is transferred to the replacement product.

How to Obtain a Remedy Under this Limited Warranty

To obtain a remedy under this Limited Warranty, you must contact the authorized reseller from who you purchased the Product. If you purchased the Product directly from Zomedica, then you should contact Zomedica customer service by phone at 1-866-830-7342 or by email at info@assisianimalhealth.com.

If you are returning the Product to Zomedica directly, you must contact Zomedica customer service to obtain a return authorization. You must return the Product, together with a dated receipt, as directed by Zomedica customer service. You will be responsible for properly packaging the Product and Products returned without a return authorization will be refused.

Limitation of Liability

UNLESS OTHERWISE RESTRICTED BY APPLICABLE LAW, THE MAXIMUM LIABILITY OF ZOMEDICA UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ZOMEDICA IS NOT RESPONSIBLE FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION.

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