

Imetric Installation, Training, Warranty, Coverage, & Support

Effective May 2026 · Applies to ICam photogrammetry systems manufactured by Imetric 4D Imaging Sàrl

Every ICam purchase includes a manufacturer warranty and first-year customer care at no additional charge. The sections below explain what is covered, what is available as an add-on, and what to expect if you need to return a device. Manufacturer Warranty

Manufacturer Warranty

Included with every ICam purchase — no additional charge

The ICam is warranted to be free from defects in workmanship and materials from the date of shipment for 24 months. This warranty covers the ICam unit only. Accessories and consumables — including cable bundles, power cords, USB hubs, calibration plates, ICamBodies, screws, and ICamRefs — are not covered unless delivered in a defective condition.

Repair or replacement at Imetric's sole discretion within 30 working days of receipt, subject to parts availability.

Customer's responsibility: Return shipping to Imetric via RMA. Imetric covers return shipment of repaired or replacement units.

Excluded: User-caused damage, drops, misuse, unauthorized service, failure to follow the IFU, purchase through an unauthorized channel.

Non-transferable: Coverage extends to the original end-user only.

Governing law: Switzerland — Canton of Jura courts.

All units are tested to Imetric's proprietary protocol before shipment. Performance claims must be filed within 10 days of receipt.

Extended Warranty

Extends manufacturer warranty coverage beyond the standard 24-month period. Total warranty coverage may not exceed 3 years from the date of original shipment. Scope is identical to the standard manufacturer warranty — defects in workmanship and materials, ICam unit only. Does not cover accidental or user-caused damage.

Customer Care

24 months included with ICam purchase

Standard ICam-specific support provided by the Imetric support team via phone and email. Includes connectivity resets, software reconfiguration, basic troubleshooting, training refreshers, and general usage guidance.

Not included: Advanced workflow analysis, software integration builds, library buildouts, or multi-file data forensics.

If your coverage has lapsed: Support is still available on a time-and-materials basis at the then-current hourly rate, subject to availability. A minimum charge applies per case.

Hot-Swap Protection

Purchased in advance

A pre-purchased accidental damage plan that entitles the holder to an ICam replacement without incurring the per-incident fee. Must be purchased before a damage event occurs — does not apply retroactively. See the Imetric Pricing Document for current rates.

Not covered: Damage occurring before the plan was purchased; accessories and consumables.

Per Incident Cost — Without Hot-Swap Protection

For ICam units damaged through accidental or user-caused events where no protection plan is held. Provides a replacement ICam unit. This program is separate from and independent of the manufacturer warranty.

Replacement unit: May be a refurbished ICam tested to Imetric's quality standards.

Not covered: Manufacturing defects (covered under warranty); accessories and consumables; damage occurring under an active protection plan.

To initiate: Contact Imetric support with a valid payment method on file.

Return & Cancellation Policy

Restocking fee per unit · RMA required

Imetric is committed to providing safe, effective, and FDA-compliant medical devices. The following return and cancellation policy applies to all ICam purchases.

Authorization: All returns require a Return Merchandise Authorization (RMA) from Imetric Customer Relations. Request at sales_usa@imetric.com within 30 days of invoice. Once issued, the RMA is valid for 14 days.

Eligibility: Device must be unused, in original packaging, and in resalable condition. All original accessories, components, manuals, and packaging must be included. Serial/UDI must match the original shipment.

Restocking fee: \$7,150.00 per ICam unit, deducted from any refund or credit.

Cancellations: Orders that have shipped cannot be canceled; the return policy applies. A \$7,150.00 fee applies to pre-shipment cancellations.

Non-returnable items: Custom or special orders; consumables; accessories; any opened or used device.

Damaged, incorrect, or DOA items: Report within 7 days of delivery with photos. When due to Imetric error, a prepaid return label or replacement is provided and no fees apply.

Shipping: Customer is responsible for return shipping unless the return is due to Imetric error. Traceable carrier required. Risk of loss remains with the customer until accepted by Imetric.

International returns: Customer is responsible for all duties, taxes, and brokerage fees. Imetric will not accept deliveries with outstanding charges.

Refunds: Issued to original payment method within 10–15 business days of inspection, less applicable fees.

FDA compliance: All returns handled per FDA Quality System Regulations (21 CFR Part 820).

Questions: sales_usa@imetric.com