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6. A signature or the electronic equivalent from the copyright holder or authorized representative.



Senenergy's agent for copyright issues relating to this web site is as follows:

Senenergy Medical Group, Inc.  
Attn: Scott Tennant  
9901 Valley Ranch Pkwy East, Suite 1009  
Irving, TX 75063  
USA  
Or call: 866-514-8221

## Contact Senenergy

For other questions, go to [www.senenergy.us](http://www.senenergy.us), call **972-580-0545** or toll-free **866-514-8221** or send queries to [biomodulator@senenergy.us](mailto:biomodulator@senenergy.us) and include your day contact information.

## Warranty

Tennant Biomodulator® devices are sold with a limited one-year warranty against defect of material or workmanship. Liability is limited to replacement or repair of product only, at manufacturer's discretion.

Warranty term is 12 months from the date of purchase. A receipt is necessary for warranty validation and any repair. If your Tennant Biomodulator® needs any repair after warranty has expired, repairs can be done in Dallas.

Senenergy purchases made through an authorized educator or reseller may be returned to that educator or reseller for warranty support.

### The warranty becomes invalid when:

More than one (1) year has passed since the purchase date.

The unit was damaged or broken due to misuse or improper use.

- Rough handling.
- Water or chemical damage.
- Broken seal or case.
  
- Shorting of electrodes: The electrodes should not be directly shorted together (via metal, highly conductive liquids, etc.) while the device is on. This could result in damage to the device.
- Electro-static shock damage: Powerful electro-static shocks into the electrodes may damage the device while it on or off.
- Violent vibration: Violent vibration could damage components and reduce the effectiveness of the device.
- Damage to electrode accessory port due to improperly inserted electrode accessory lead wire connector.



## Instructions for Returning Merchandise

Include information (below) in all correspondence with authorized distributor or reseller, Senergy Medical Group:

1. Name
2. Address
3. Return ship-to address, if different (PO boxes not allowed)
4. Daytime phone
5. Fax number
6. Email address
7. Location of purchase
8. Date of purchase
9. Reason for return (Please give as much information as possible to assist Senergy Medical Group in determining the problem with your unit.)

Warranty repairs may require 4-6 weeks for return.

## Return Policy

### **NOTE: THERE IS A 15% RETURN HANDLING FEE OF TOTAL PURCHASE PRICE ON ALL RETURNS**

Senergy Medical Group offers a 30-day, money-back guarantee, with a 15% return handling fee on all merchandise that is returned. Refunds will only be issued if product is returned within 30 days of purchase. Product must be in working order, clean, and include all original packaging. Conductive pads & garments, Right Angle and Bell Electrodes, Scalp Electrodes and custom order products cannot be returned for a refund.

Refunds will be issued for the amount of the returned items minus the shipping / and 15% return handling fee.

Connection wires, Right angle and Bell Electrodes are guaranteed for 30 days.

We are unable to issue any refunds or credits for completed training.

Purchaser has sole responsibility for all return-shipping costs.

ALL PRICES ARE IN US DOLLARS AND SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.

ALL PRICES ARE SUBJECT TO DUTIES AND TAXES WHERE APPLICABLE.

## Shipping, Handling & Insurance

The US Postal service is the standard shipping vendor for Senergy Medical Group. Shipping UPS and FedEx is by request only and may have a surcharge. Shipping, handling and insurance will be not charged at time of purchase, because items are often shipped together. Therefore shipping weight, insurance and handling is unknown at time of purchase. The appropriate shipping, handling and insurance will be calculated when your order ships. You will be notified of these additional costs by email and they will be charged to your credit card at that time on a separate credit card sales receipt.



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## For Additional Information

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## INTERNET PRIVACY POLICY

Welcome to the Senergy website. This section explains our policy regarding personal information you might supply to us when you visit this site. Our goal is to protect your information on the Internet in the same way that we protect it in other ways that we interact with you.

We've structured this website so that, in general, you can visit it without identifying yourself or revealing personal information.

In some circumstances, Senergy may request personal information from you, such as your name, e-mail address, company name or telephone number. Your response to these inquiries is strictly voluntary. Senergy uses this information to customize your experience on our website. In addition, Senergy may use this information for its nonprofit purposes, such as helping you locate a disc jockey or karaoke host to perform at your event.

Once you choose to provide us with personal information by which you can be identified, you can be assured that it will **only** be used to support your relationship with Senergy and **never** sold to third parties. If you do provide personal information, we will not disclose (share or divulge) it to other organizations, unless we have informed you or are required to do so by law. We will maintain this information, as well as your business activities and transactions, according to Senergy's normal confidentiality standards.

Senergy collects domain information from users of this website, the electronic mail addresses of users who communicate with it electronic mail, aggregate information on pages users access, user-specific information on pages users visit, and information volunteered by users. The information collected is used to identify user demographics, to monitor frequency of visits to various



parts of the website, to improve the content on the website, to customize the content or layout of the Web site for individual users, and to notify users about updates to the website. This statistical information is collected automatically and requires no action on your part.

## SPAM POLICY

Senergy's SPAM Policy is a zero-tolerance policy against sending SPAM that is in any way associated with our company to users of this website. You are prohibited from using information available on this website to send SPAM, and from sending SPAM from any third party email system. We specifically prohibit the collection of email addresses from this website by web spiders or other means, and the sending of emails to website users who have not specifically requested or opted-in to receive emails from you, or who have specifically requested not to receive emails.

For more information about what SPAM is, how it is harmful, and what can be done about it please visit the following sites:

<a href="http://www.mail-abuse.org">www.mail-abuse.org</a>	The Mail Abuse Prevention System
<a href="http://www.abuse.net">www.abuse.net</a>	The Network Abuse Clearing House
<a href="http://www.cauce.org">www.cauce.org</a>	The Coalition Against Unsolicited Commercial E-mail
<a href="http://www.spamcon.org">www.spamcon.org</a>	SpamCon Foundation Law Center
<a href="http://www.spamcop.net">www.spamcop.net</a>	Spam Reporting Service and other resources

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