

# Cytowave Service Agreement

Anidea Engineering is an Authorized Service Center for Cytowave products. Anidea Engineering is authorized to perform maintenance and repair and provide facilitate updates for licensing/authorizations (if part of a maintenance/repair).

The minimum charge for service is \$600. This generally covers simple repairs and procedures. Parts and physical/electrical damage may incur additional costs. Unless previous arrangements have been made with Cytowave (not Anidea Engineering, Inc.), and conveyed to Anidea Engineering, Inc., all work done is not covered under any Cytowave warranty. Shipping and handling (both ways) are the responsibility of the customer. Standard turn around is 2 weeks from receipt of equipment.

Units shall be returned to customers UPS, Next Day Saver, unless otherwise requested.

Alternate ship methods: \_\_\_\_\_ Ground, \_\_\_\_\_ 3 day, \_\_\_\_\_ Next Day (optionally check one)

\_\_\_\_\_ (initial) I accept and understand that all work performed by Anidea Engineering, Inc. is billable and not covered under any written or verbal warranty or terms from Cytowave. The minimal charge for service is \$600 and all shipping and handling costs are the direct responsibility of the customer (you). Anidea Engineering, Inc. will assess the unit upon receipt and advise of any additional costs. The customer has the right to reject any additional costs and have the product(s) returned with no additional repair costs (only return shipping and handling).

Customer Name

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Return Shipping Address

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Signature/Date

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Return Instructions: Fill out this form and send to [service@anidea-engineering.com](mailto:service@anidea-engineering.com).

Pay the \$600 service charge via the PayPal button on this page: <http://www.anidea-engineering.com/our-work/engineering-portfolio/cytowave.html>

Send main unit and ALL electrical accessories to: (we don't service the wraps/fabric items)

Anidea Engineering, Inc.  
2755 Vista Parkway Ste I-1  
West Palm Beach, FL 33411  
(that is the letter i and the number one)