

Here's 20 reasons why you should be doing business with BRAEBON, a company registered to the ISO 9001, ISO 13485 requirements and CE Marked under the requirements of the Medical Device Directive

1. **Experience.** Our staff have created sleep systems, have Ph.D.s in sleep research, are registered Sleep Technologists, and have worked in companies developing the latest in medical products. Our staff has over 30 years of direct experience in the sleep field.
2. **Management.** Hands-on management style with commitment to continuous improvement.
3. **Discipline.** A structured and disciplined approach to new product development ensures products of the highest quality designed to meet your needs.
4. **Customer Satisfaction.** A focus on customer satisfaction through monitoring the performance of our products in the field.
5. **Compliance.** State of the art products through compliance with current Good Manufacturing Practices (US) harmonized European Standards, and Standards recognized by Health Canada.
6. **Traceability.** A process to review and track each and every customer order from the moment it is placed to the moment we ship it.
7. **Diligence.** Careful scrutiny of each raw material, component, subassembly, or service that goes into our products.
8. **Details.** Comprehensive instructions for use, maintenance and labeling to ensure you can use the product to its full potential.
9. **A management driven process of internal examination** focused on customer needs and expectations.
10. **Training.** A substantial investment in all staff ensures up-to-date training.
11. **Written inspection and test plans.** Every critical step is designed, tested, and evaluated to ensure product is right the first time, every time.
12. **Genuine Innovation.** Unlike some of our competitors, *we design and manufacture* truly innovative products for your sleep laboratory.
13. **A human answers the phone.** We value your time and we understand that when you call you want to speak to us, not a machine.
14. **We return your calls in a timely fashion.** From the executives to the receptionist, our corporate policy is to make every customer feel like they are very important and not just another number.
15. **We thoroughly test each and every product before it leaves the factory floor.** Quality is very important to us so we test every single product at least 3 times before it arrives at your door.
16. Our products offer the **best price-to-performance ratio** in the marketplace.
17. **The BRAEBON no-hassle free replacement warranty.** Unlike some of our competitors, we honor our warranty. We understand that you can't afford to be without essential diagnostic tools. That's why we ship replacement product to you the same day you call.
18. **No restocking fee.** BRAEBON's "Total Satisfaction Guaranteed or Your Money Refunded!" policy is that simple.
19. **Product flexibility.** Multiple platforms, custom products – we do it all!
20. **We are really nice people.** Give us a call (it's free on our toll free line) and find out just what we can do for you.

Total Satisfaction Guaranteed or Your Money Refunded!

If you are not completely satisfied with a BRAEBON product, simply call us within 30 days of purchase for a complete refund.

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We do more than just listen!

BRAEBON
MEDICAL
CORPORATION