

# Pipettes and Dispensers Warranty Information

## Returns

A Return Material Authorization (RMA) number must be issued by TriContinent before any products are returned. The RMA number must be referenced on the outside of the shipping box. TriContinent does not accept the return of products for credit/refund without prior approval. Unauthorized returns will be refused. TriContinent reserves the right to refuse a return on any product that has been used with infectious microbiological or radioactive substances or other materials that may be deemed hazardous to the employees of TriContinent.

## Repair

TriContinent will repair or replace any product that is defective due to material or workmanship within a period of 1 year after shipment from TriContinent. Products returned for abuse and misuse will be repaired at the customer's expense. TriContinent reserves the right to charge a minimum repair charge for products returned within the warranty period for complaints that can not be verified by TriContinent.

## Rework

Rework or modification to a previously purchased item will be at a negotiated price.

## Exclusions

Some products may be an exception to the one-year warranty policy. Please contact your Sales Representative or Customer Service for details on your product. The above warranty shall not apply for defective products resulting from:

- Improper or inadequate maintenance by the customer
- Unauthorized modifications or service
- Customer misuse
- Operation outside of the environmental specifications for the product
- Units returned with inadequate packaging

It is the responsibility of the customer to determine the suitability of an application and the material compatibility of the products.