

Terms & Conditions

WPI values its customers and will make every effort to maintain the highest professional and ethical standards. However, WPI regards as invalid any special terms and conditions set forth by any other party, including purchasing, quotations, warranties or other statements. WPI's response to a quotation, purchase order or inquiry shall not be construed as acceptance of any conditions stated therein.

Disclaimer

Our products are for laboratory use only. They are **not** approved for human use.

Credit Terms

Net 30 days from date of invoice to customers with satisfactory credit references.

Standard Equipment & Accessories

To insure against misunderstandings or delays, always include model number, name, and significant specifications of systems and accessories when ordering. Also specify any options desired. Please state the desired operating line voltage and frequency.

WPI retains the right to change specifications or discontinue products without prior notice and without responsibility for incorporating such changes into equipment previously sold.

Warranty

WPI strives to maintain the highest quality standards in all products. We warranty these products against defects in workmanship or materials, and all WPI products retain a warranty that is stated in the products manual. (Typically, one year for parts and labor except for consumable items such as electrodes, glass, etc., for which warranty varies from 30 days to six months. With the exception of the STX4, the EVOM™ family of electrodes are warranted for 90 days.) However, WPI hereby specifies that no use or application of any product may be suitable or successful for a specific application and therefore waives all liability in that regard. It is the sole responsibility of the buyer/user to apply the product in a manner consistent with its intended use. WPI products are not approved for human use unless specifically stated in writing with accompanying FDA (or applicable) documents. WPI assumes no liability or legal, moral, ethical, or fiduciary responsibility for a use of any product in the WPI catalog in treating or studying humans. For information on WPI's Extended Warranty program, visit the Service page or download the brochure.

Prices

WPI maintains competitive worldwide pricing. Prices listed for standard items as described are net and subject to change without notice. Prices (in U.S. dollars) do not include shipping charges. Formal quotations are valid for a period of 30 days unless otherwise specified. Purchases may be charged to your VISA, MasterCard, or American Express account.

Taxes

We reserve the right to add any taxes required by local law or ordinance. Institutions operating under tax-free conditions must state applicable license or contract number and be prepared to furnish necessary exemption certification.

Packaging and Shipping

Equipment is shipped in adequate commercial packing. All packages should be checked thoroughly before being discarded. Packages are shipped via UPS or Ex-Works, and shipping and handling fees, including adequate insurance coverage, are paid by the customer.

Claims and Returns

Inspect all shipments upon receipt. Missing cartons or obvious damage to cartons should be noted on the delivery receipt before signing. Concealed loss or damage should be reported at once to the carrier and an inspection requested. All claims for shortage or damage must be made within ten (10) days after receipt of shipment. Claims for lost shipments must be made within thirty (30) days of receipt of invoice or other notification of shipment. Please save damaged or pilfered cartons until the claim is settled. In some instances, photographic documentation may be required. Some items are time-sensitive; WPI assumes no extended warranty or any liability for use beyond the date specified on the container. Do not return any goods to us without obtaining prior approval and instructions from our Returns Department. Goods returned unauthorized or by collect freight may be refused. Goods accepted for restocking must be in new condition, returned within 30 days, and will be exchanged or credited to your WPI account and are subject to a restock fee of 25%. No cash refunds will be given. Goods returned which were ordered by customers in error are subject to a 25% restock fee. Equipment which was built as a special order cannot be returned. See the complete Return Policy.

Repairs

Contact our Returns Department for assistance in the repair of your WPI equipment. Do not return goods until instructions have been received. Returned items must be securely packed to prevent further damage in transit. The Customer is responsible for paying shipping expenses, including adequate insurance on all items returned for repairs. Identification of the item(s) by model number, name, serial number and proof of purchase (packing slip number or invoice

number) as well as complete description of the difficulties experienced should be written on the RMA request form and a copy of the form must be included with the item.

Terms of Site Use

These Terms of Use apply to this website (the "Site") that is operated by World Precision Instruments, LLC (WPI). Throughout the Site, the terms "we," "us" and "our" refer to WPI. WPI offers the Site, including all information, tools and services available from the Site, to you, the user, conditioned upon your acceptance of all the terms, conditions, policies and notices stated here. Your use of the Site constitutes your agreement to these Terms of Use.

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Return Policy

- All claims for shortage or damage must be reported within 10 days of receipt of shipment.
- Claims for lost shipments must be made within thirty (30) days of receipt of invoice or other notification of shipment. Please save damaged or pilfered cartons until the claim is settled.
- Some items are time sensitive. WPI assumes no extended warranty or any liability for use beyond the date specified on the container.
- Photographic documentation may be required.

Requests for Exchanges, Returns or Complaints

- Complaints and requests for exchanges or returns must be directed to WPI Customer Service using the Returns, Refunds & Exchanges form, by emailing customerservice@wpiinc.com or by calling (866) 606-1974.
- Upon approval a Return Material Authorization (RMA) number will be provided by WPI Customer Service and should be clearly marked on the return.
- Goods returned unauthorized or by collect freight may be refused.

Customer Returns or Exchanges

- Goods accepted for restocking must be approved, active, in new condition, and returned within 30 days.
- Items that are discontinued, closed out, non-standard/special, custom-built or private label are non-returnable.
- All items must be in original WPI cartons. Partial cartons will not be accepted.
- If wares are not received within 60 days, the Return Material Authorization will be cancelled.
- Credit will only be issued for wares that are received in good condition as determined by WPI's incoming quality inspection team. No credit will be issued for any damaged or used product.
- Returned items are subject to a restocking fee.
- Goods returned which were ordered by customers in error are subject to a restocking fee.
- Authorized returns will be exchanged or credited to your WPI account.

Repairs

- Contact our Customer Service Department for assistance in the repair of your WPI equipment. Do not return goods until instructions have been received.
- Returned items must be securely packed to prevent further damage in transit.
- Identification of the item(s) by model number, name, serial number and proof of purchase (packing slip number or invoice number) as well as complete description of the difficulties experienced should be written on the RMA request form and a copy of the form must be included with the item. Bottom of Form

Freight

Unless otherwise stated, the Customer is responsible for paying shipping expenses, including adequate insurance on all items returned for repair, return or exchange. WPI will cover the freight charges for returns for quality issues

Restocking Fee

For returns that are not quality related, a 25% restocking fee will be assessed.

Other

Returns, for otherwise approved items, which are over \$500, older than 271 days, or present a risk of excess inventory may require further review and approval from WPI management.

Credit Issuance

- Allow 60 days following receipt of returned goods for credit to be issued.
- Credit will be issued less restocking fees, where applicable. **NOTE: Credit will not be issued for any damaged or used goods received.**
- No cash refunds will be given.

Quality Complaints

- Samples will be requested, and disposition of wares will be advised following WPI's Quality evaluation.
- If WPI requests to have wares returned, WPI will advise the carrier and pay for the return.
- WPI can also advise that the product be destroyed at the customer's facility.

Non-Standard Items

Custom products are made to order and may not be returned.

Equipment Items

Units that fail during the warranty period for reasons covered by the warranty will be returned, and WPI will either repair the unit or replace it with a new one at no cost to the customer.

No Return/No Refund

Due to supply constraint, certain products are non-returnable/non-refundable. These products include Sylgard, KWIK-SIL, KWIK-CAST, NanoFil, NanoFil needle, Pre-pulled μ Tips, and FluoroDishes.

Hazardous Materials

WPI will not accept delivery of any equipment that contains or is contaminated with hazardous substances. Please make sure all items are properly cleaned and decontaminated prior to returning to our facility. Decontaminating your equipment can be done by the following methods:

- Gas Sterilization (Ethylene Oxide)
- Irradiation
- Disinfectant wipe down (i.e. 10% Bleach Solution)
- Scintillation count (For radioactive applications. Please include isotope data.)