

Refund policy

RETURNS. No product will be accepted for return, replacement, repair or restocking unless accompanied by a properly authorized "Return Merchandise Authorization". This form can be obtained from ZARBECO at 52 Main Street, Ste 1, Succasunna, NJ 07876, Telephone: (973) 933-2043. Buyer by requesting a Return Merchandise Authorization and returning product thereby certifies that Buyer has removed all installed ZARBECO software from any and all computers. A Return Merchandise Authorization is valid for only 14 days after it is issued, and, for any authorized returned goods that are returned more than 14 days after the Return Merchandise Authorization is issued, shipments will not be accepted. Failure to comply with these requirements will result in material being refused or returned at Buyer's expense. Material returned is for "conditional acceptance only" and the final evaluation is subject to the approval of ZARBECO's quality assurance personnel.

UNDER NO CONDITION MAY ANY PRODUCT THAT HAS BEEN EXPOSED TO LIVE OR ACTIVE BIOLOGICAL SAMPLES OR ANY OTHER TOXIC SUBSTANCES BE RETURNED TO ZARBECO.

ZARBECO WILL NOT ACCEPT THE RETURN OF PRODUCTS THAT ZARBECO BELIEVES ARE NO LONGER NEEDED BY THE MARKETPLACE BECAUSE OF CHANGES IN LAWS, CODES OR STANDARDS.

A. IN-WARRANTY DEFECTS: Products returned within the warranty period for defects in manufacture or for ZARBECO error in shipment will be accepted for full credit, repair or replacement without service charge. The decision as to either repair or replace a product shall be within ZARBECO's sole discretion.

B. RETURNS—NON-DEFECTIVE PRODUCTS: New and undamaged standard ZARBECO products that at the time of return are being manufactured, in their original unopened product carton, may be returned within 30 days from date of shipment on the following terms: Re-stocking credit will be issued at the price paid at the time of shipment or at the price prevailing at time of return whichever is lower, from which will be deducted a 15% restocking charge and the expense for return transportation if not prepaid. No non-defective or out-of-warranty product may be returned after 30 days from date of shipment. Non-stock, special or custom-made products including units that are modified from standard units (with or without accessories), whether in-warranty or out-of-warranty, shall not be returned for credit.

C. OUT-OF-WARRANTY RETURNS. In certain instances, and at ZARBECO's sole discretion, products may be accepted for return after warranty expiration. In such instances the product will be repaired or replaced at Buyer's sole expense. The decision as to either repair or replace a product shall be within ZARBECO's sole discretion. Buyer will be charged the current service rate per Return Merchandise Authorization plus materials or, at ZARBECO's discretion, ZARBECO will replace the product at its lowest current published sale price. Buyer will pay all transportation costs. Upon notification of cost to repair out-of-warranty material, repair purchase order must be issued within 14 days or material will be returned to Buyer at Buyer's expense.