



# Drucker Diagnostics

## Drucker Diagnostics Limited Warranty

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**Warranty:** Drucker Diagnostics warrants that the product, including but not limited to the centrifuge, accessories, and individual components (“Product”) will be free of defects in workmanship and materials for a period of two (2) years from the date of shipment from Drucker Diagnostics. SampleSafe™ lockboxes are covered under the same terms for five (5) years. This warranty applies as well to Drucker Diagnostics products sold under private labels.

**What Drucker Diagnostics Will Do Under the Warranty:** During the warranty period, Drucker Diagnostics, at its option, will repair or replace any part or product that proves to be defective.

**Implied Warranty:** Any implied warranties which the purchaser may have are limited in duration to two (2) years from the date of shipment, five (5) years for SampleSafe™ lockboxes. In the U.S., this warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

**Warranty Coverage:** This warranty does not cover damages resulting from mishandling, misuse, abuse, neglect, improper maintenance or repairs not performed by Drucker Diagnostics. This warranty and any implied warranties do not cover down time or labor charges for installation and removal of the product. This warranty does not cover normal wear and tear, alterations, or damages due to environmental conditions, humidity or mold.

**Customer Responsibility:** The customer is responsible for learning and following the proper operating procedures for the centrifuge as explained in the appropriate sections of the Operating Instructions manual. Failure to adhere to these guidelines may void warranty coverage. Should the product require service, the customer is responsible for the cleaning and decontamination of any unit being returned for repair. A completed “Certificate of Decontamination” must accompany the return shipment. This form is available from Drucker Diagnostics Customer Service upon request or can be downloaded from the Drucker Diagnostics website.

**How to Obtain Warranty Service:** Approval is required before the item is to be returned. If you have a claim under this warranty, please contact our Customer Service Department by mail, email, telephone or fax. A Return Goods Authorization (RGA) number will be assigned to you by a Customer Service Representative. The product should be returned using only approved packaging material and methods. Drucker Diagnostics is not responsible for any damage to product or packaging that may occur during transport.

**Shipping Expenses:** For the continental USA, Drucker Diagnostics will cover freight expenses to ship centrifuge products covered under warranty both to and from Drucker Diagnostics servicing center if the product fails during first three months. If the product fails after three months during the warranty period the customer is responsible for in-bound freight charges while Drucker Diagnostics pays freight charges back to customer. All instruments ship ground unless customer covers costs for expedited shipping. Drucker Diagnostics is not responsible for any delays occurring during transport of the Product.

**Other Services:** 1. Extended warranties are available and may be purchased from Drucker Diagnostics Customer Service. 2. A limited number of loaner units are available upon request. The customer is responsible for a shipping and handling fee when requesting loaner centrifuges during a repair period. Details of the Extended Warranty program and loaner units are available by contacting Drucker Diagnostics directly.