

Warranty Policy

When purchased from LW Scientific or from an authorized distributor, LW Scientific Professional Stereoscopes and Laboratory Microscopes have a limited lifetime warranty against defects in materials and workmanship and one (1) year limited warranty on electronic components. All other LW Scientific products, including Student Microscopes and Stereoscopes, have a one (1) year limited warranty. This warranty is not valid on normal wear and tear, cosmetic damages caused by chemicals, solvents, and/or cleaning solutions, as well as acts of God.

The warranty period begins from the date of purchase (on your invoice).

Except for the obligations specifically set forth in this warranty statement, in no event shall LW Scientific be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory and whether advised of the possibility of such damages.

Neither LW Scientific nor any of its third-party suppliers make any other warranty of any kind, whether expressed or implied, with respect to LW Scientific products. LW Scientific and its third-party suppliers disclaim the implied warranties of merchantability and fitness for a particular purpose.

LW Scientific retains the right to repair products with new or refurbished parts or replace units with new or refurbished units of the same specifications.

Alterations or repairs not made by LW Scientific will void this warranty.

Service & Repair Instructions:

If a problem arises with your product, please create a ticket via our Support Portal <https://support.lwscientific.com/>

Once a ticket is created our team will determine if the product needs to be sent to LW Scientific for repair or return, please do not ship any products until you are instructed to do so.

Please ensure the equipment being returned is CLEANED, DISINFECTED and properly packaged for shipping. Original packaging is highly recommended. In the absence of original packaging please make sure equipment is properly protected and packed to avoid damage. Please put your ticket number on the outside of the box, so that your return is easily identifiable.

To avoid delays, please use the return label provided by LW Scientific. **PACKAGES NOT MARKED WITH A TICKET NUMBER MAY BE REFUSED.**