

Timberline Instruments Terms and Conditions

USE OF PRODUCTS

Timberline Instruments products are integral parts for a variety of applications and processes, however, they are not intended for food, drug, or household use. All products should be handled only by qualified, trained personnel who are familiar with the potential chemical and health hazards.

Timberline Instruments does not offer products for sale to individuals for their personal use.

TRADEMARKS

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TERMS OF PAYMENT

Payment terms are Net 30 days on submission of purchase order for qualified accounts. We gladly accept VISA and MasterCard. Orders will not ship until credit card information is received.

ORDER CANCELLATION AND RETURN POLICY

Any orders cancelled prior to shipment are subject to a 20% restocking fee. Any request to return a product must first be approved by our customer service department and are subject to a 20% restocking fee and return shipping costs. Any unapproved return will be rejected. Return shipments must be properly packaged in accordance with all DOT and shipment regulations. **Custom items may not be returned.**

SHIPPING

We endeavor to ship most items to you within one business day after receipt of payment method, in an efficient and cost sensitive manner. In most instances, items are shipped via FedEx or UPS. Taxes and shipment charges are not included in pricing. Shipping charges will be prepaid and added to invoice.

SHIPMENT OF HAZARDOUS MATERIALS

FedEx, UPS, and other air carriers have strict regulations and limitations about acceptable quantities. Carriers typically impose a surcharge on items considered hazardous by DOT. A special packaging charge will be added for certain hazardous items shipped by FedEx, UPS, or by air. This packaging is to conform to DOT, IATA, and/or carrier-specific requirements.

CLAIMS

Please inspect your order upon receipt. If you have any product concerns with your shipment, please contact our customer service department immediately. Items damaged during shipment should be reported to the carrier upon receipt.

WARRANTIES

Instrumentation

TIMBERLINE INSTRUMENTS, INC. warrants its instrumentation products against defects in workmanship or material under normal use or service for one year. All obligations or liabilities under this warranty are limited to repair or replacement, at the option of TIMBERLINE INSTRUMENTS, INC., F.O.B. Boulder, CO, of parts that are returned, freight prepaid and which are accepted as being defective upon inspection by TIMBERLINE INSTRUMENTS, INC. Components that are subject to normal wear and/or are scheduled for routine replacement within the warranty period, and/or parts that are subjected to effects of corrosion or deterioration by chemical or other action are excluded from the above warranty. Repair or replacement will not be made under warranty for malfunction because of inadequate facilities, operating conditions, or utilities. Equipment and components must be returned with prior approval and contain a Return Authorization Number. Guarantees/Warranties on accessories and equipment included by TIMBERLINE INSTRUMENTS, INC. from other manufacturers are limited to the guarantees given on such equipment by the respective manufacturers. Any modifications made to equipment covered by this warranty, without written

permission from TIMBERLINE INSTRUMENTS, INC. will void the warranty. TIMBERLINE INSTRUMENTS, INC. reserves the right to not honor this warranty if the products are obviously mishandled by the user. TIMBERLINE INSTRUMENTS, INC. assumes no responsibility for consequential, economic, incidental damages of any nature, or on-site re-installation costs arising out of future alleged failure of any of its products or their accessories. This warranty supersedes any and all previous warranties unless otherwise agreed upon at the time of sale, such as for customized equipment.

Reagents

TIMBERLINE INSTRUMENTS, INC. warrants that reagent products will meet the specifications for the duration of their shelf life unless otherwise specified. Liability is limited to either a no-charge replacement or a refund of the purchase price. Replacements or refunds require prior approval and a Return Authorization Number. Any modifications made to products covered by this warranty, without written permission from TIMBERLINE INSTRUMENTS, INC. will void the warranty. TIMBERLINE INSTRUMENTS, INC. reserves the right not to honor this warranty if the products are obviously mishandled by the user. TIMBERLINE INSTRUMENTS, INC. assumes no responsibility for consequential, economic, incidental damages of any nature, or on-site re-installation costs arising out of future alleged failure of any of its products.

Consumables

TIMBERLINE INSTRUMENTS, INC. warrants, at time of sale, its consumable products against defects in workmanship or material that prevent their use and are not covered by any other warranty. Consumable parts are goods reasonably expected to be used up or damaged during use, including but not limited to, tubing, zinc cartridges, diffusion membrane assembly, fittings, degas membrane assembly, and fuses. All obligations or liabilities under this warranty are limited to repair or replacement, at the option of TIMBERLINE INSTRUMENTS, INC., F.O.B. Boulder, CO, of parts that are returned, freight prepaid and which are accepted as being defective upon inspection by TIMBERLINE INSTRUMENTS, INC. Components that are subject to normal wear and/or are scheduled for routine replacement within the warranty period, and/or parts that are subjected to effects of corrosion or deterioration by chemical or other action are excluded from the above warranty. Repair or replacement will not be made under warranty for malfunction because of inadequate facilities, operating conditions, or utilities. Equipment and components must be returned with prior approval and contain a Return Authorization Number. Guarantees/Warranties on accessories and equipment included by TIMBERLINE INSTRUMENTS, INC. from other manufacturers are limited to the guarantees given on such equipment by the respective manufacturers. Any modifications made to equipment covered by this warranty, without written permission from TIMBERLINE INSTRUMENTS, INC. will void the warranty. TIMBERLINE INSTRUMENTS, INC. reserves the right not to honor this warranty if the products are obviously mishandled by the user. TIMBERLINE INSTRUMENTS, INC. assumes no responsibility for consequential, economic, incidental damages of any nature, or on-site re-installation costs arising out of future alleged failure of any of its products or their accessories. This warranty supersedes any and

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VOID WHERE PROHIBITED

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