



**PRECISIONARY**

## Rotary Microtome Warranty & Service Agreement

The Compresstome<sup>®</sup> can be used to slice tissue for electrophysiology, immunohistochemistry, precision-cut tissue slices, culture slices, and much more!



## Precisionary Instruments ROTARY MICROTOMES

### Warranty Terms & Annual Service Plan Agreement

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#### Details of Warranty

PRECISIONARY INSTRUMENTS provides a one-year warranty for non-defective rotary microtomes. This warranty extends only to the original purchaser. All shipping fees and costs for consumables are non-refundable with a return.

Please note that any warranty services or questions must be accompanied by the order number from the transaction through which the warranted product was purchased. **The order number serves as your warranty number and must be retained.** PRECISIONARY INSTRUMENTS will offer no warranty service without this number.

PRECISIONARY INSTRUMENTS warrants the rotary microtome models and its parts against defects in materials or workmanship for **one year (1) labor and one year (1) parts** from the original delivery date. During this period, PRECISIONARY INSTRUMENTS will repair or replace defective parts with new parts at PRECISIONARY INSTRUMENTS's option, without charge to you.

Shipping fees incurred from repairs for under-warranty service in the first year under warranty will be paid by PRECISIONARY INSTRUMENTS. All shipping fees both to and from PRECISIONARY INSTRUMENTS following this one year period must be paid by the customer (unless the customer has a Annual Service Plan agreement).

All original parts (parts installed by PRECISIONARY INSTRUMENTS at the original system build) replaced by PRECISIONARY INSTRUMENTS or its authorized service center, become the property of PRECISIONARY INSTRUMENTS. Any after-market additions or modifications will not be warranted. The rotary microtome system owner is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

PRECISIONARY INSTRUMENTS makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to the rotary microtomes other than as set forth below. PRECISIONARY INSTRUMENTS makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, PRECISIONARY INSTRUMENTS is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the rotary microtome models. Under no circumstances shall PRECISIONARY INSTRUMENTS be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the rotary microtome models.



The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

### **Warranty Conditions**

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by PRECISIONARY INSTRUMENTS.
2. This warranty covers only normal use of the rotary microtome models. PRECISIONARY INSTRUMENTS shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized PRECISIONARY INSTRUMENTS representative; (iv) damages incurred through irresponsible use, including those resulting from non-recommended practices.
3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.

### **Return of Defective Products**

A defective product may be returned to PRECISIONARY INSTRUMENTS within thirty (30) days of the delivery date for a refund of the original purchase price with the following amendments/fees.

To return a defective product, please contact our Customer Service Department and follow the Return of Products Instructions below.

1. No refund will be granted for rotary microtomes which has been opened, used, or tampered with in any way which jeopardized PRECISIONARY INSTRUMENTS's ability to remarket or resell the product. PRECISIONARY INSTRUMENTS maintains full discretion in decisions regarding a products fitness for return.
2. PRECISIONARY INSTRUMENTS will refund neither the original shipping cost nor the shipping and handling fees incurred from the products return. If the original purchase was made under a "Free Shipping" promotion then a standard shipping fee will be deducted from any return in counter to that offer.

### **Procedures for Obtaining Warranty Service**

If repairs are required, the customer must contact PRECISIONARY INSTRUMENTS's and provide proof of purchase. Should you have any problems with your rotary microtome, please follow these procedures to obtain the service:

1. If you have purchased our on-site warranty, please find your warranty# (the purchase order number from the transaction through which the warranted product was originally purchased) and contact PRECISIONARY INSTRUMENTS Customer Service at 617-682-0586.
2. If the rotary microtome must be repaired, please follow the instructions given by PRECISIONARY INSTRUMENTS technical support staff to ship your rotary microtome.



3. Pack the rotary microtome in its original box or a well-protected box, as outlined in the Return Shipping Instructions. PRECISIONARY INSTRUMENTS will not be responsible for shipping damage/loss of any product outside the original 30-day PRECISIONARY INSTRUMENTS-paid service period. Ship the rotary microtome with a copy of your bill of sale or other proof of purchase, your name, address, phone number and description of the problem(s) to:

**PRECISIONARY INSTRUMENTS Rotary microtome Service Center**

**Original Purchase Order#** \_\_\_\_\_

**ADDRESS**

4. Upon receiving the rotary microtome, PRECISIONARY INSTRUMENTS will repair or replace your instrument (at PRECISIONARY INSTRUMENTS's discretion) and will ship it back to you within 4 weeks (dependent on parts availability) via freight shipment.

5. PRECISIONARY INSTRUMENTS will pay for shipping to and from the customer if the product is under warranty. Shipping costs for products outside of warranty are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

**Annual Service Plan Agreements**

Precisionary Instruments offers an annual service agreement that can be purchased. The purchase must take place within the first year following rotary microtome delivery. Each subsequent annual service plan agreement purchase must be completed within the prior year's service coverage. An annual service plan agreement cannot be purchased if there is a gap in annual service coverage.

The annual service plan agreement is detailed as follows:

<b>Product Line</b>	<b>Warranty</b>	<b>What is included</b>
RF-600	1-Year Warranty	Includes parts, accessories, consumables, shipping fees, and labor.
	Annual Service BASIC Plan	<ul style="list-style-type: none"> <li>• Precisionary Instruments covers all repair labor fees and maintenance costs under the Annual Service Agreement.</li> <li>• Precisionary Instruments covers all cost of parts, accessories, or shipping fees.</li> <li>• In summary, one (1) annual Basic Plan provides one (1) extended year of warranty.</li> </ul>
	Annual Service PREMIUM Plan	<ul style="list-style-type: none"> <li>• Precisionary Instruments covers all repair labor fees and maintenance costs under the Annual Service Agreement.</li> <li>• Precisionary Instruments covers all cost of parts, accessories, or shipping fees.</li> <li>• In summary, one (1) annual Basic Plan provides one (1) extended year of warranty.</li> </ul>



		<ul style="list-style-type: none"> <li>Includes one (1) ship back to company for full preventative maintenance.</li> </ul>
RF-800	1-Year Warranty	Includes parts, accessories, consumables, shipping fees, and labor.
	Annual Service BASIC Plan	<ul style="list-style-type: none"> <li>Precisionary Instruments covers all repair labor fees and maintenance costs under the Annual Service Agreement.</li> <li>Precisionary Instruments covers all cost of parts, accessories, or shipping fees.</li> <li>In summary, one (1) annual Basic Plan provides one (1) extended year of warranty.</li> </ul>
	Annual Service PREMIUM Plan	<ul style="list-style-type: none"> <li>Precisionary Instruments covers all repair labor fees and maintenance costs under the Annual Service Agreement.</li> <li>Precisionary Instruments covers all cost of parts, accessories, or shipping fees.</li> <li>In summary, one (1) annual Basic Plan provides one (1) extended year of warranty.</li> <li>Includes one (1) ship back to company for full preventative maintenance.</li> </ul>
RF-1000	1-Year Warranty	Includes parts, accessories, consumables, shipping fees, and labor.
	Annual Service BASIC Plan	<ul style="list-style-type: none"> <li>Precisionary Instruments covers all repair labor fees and maintenance costs under the Annual Service Agreement.</li> <li>Precisionary Instruments covers all cost of parts, accessories, or shipping fees.</li> <li>In summary, one (1) annual Basic Plan provides one (1) extended year of warranty.</li> </ul>
	Annual Service PREMIUM Plan	<ul style="list-style-type: none"> <li>Precisionary Instruments covers all repair labor fees and maintenance costs under the Annual Service Agreement.</li> <li>Precisionary Instruments covers all cost of parts, accessories, or shipping fees.</li> <li>In summary, one (1) annual Basic Plan provides one (1) extended year of warranty.</li> <li>Includes one (1) ship back to company for full preventative maintenance.</li> </ul>