

Product Warranty

SPEX SamplePrep LLC guarantees its products against defects of materials and workmanship for one year from the date of original shipment. Repairs, replacements, or parts provided under warranty are guaranteed for 30 days or for the remaining original warranty period (whichever is greater). Items not produced by SPEX SamplePrep LLC carry the manufacturer's warranty only. The warranty excludes wear parts: parts that wear out through use and have to be replaced periodically for proper operation. Accessories and consumable products are also excluded from warranty coverage.

The customer pays return freight for warranty claims but SPEX SamplePrep will pay for return freight to the customer if the claim is valid. SPEX SamplePrep reserves the right to judge whether a malfunction is due to defects in materials or workmanship, or to wear, negligence, or misuse.

This warranty shall not apply to any components subjected to misuse due to common negligence, adverse environmental conditions, or accident, not to any components, which are not operated in accordance to the printed instructions in the operation manual. Nor does this warranty apply to any product, which has been altered, damaged, tampered with, or subjected to misuse or abuse including substituting parts or accessories of other manufacturers without the written consent of the Seller. Minor adjustments are not covered by warranty. Labor, materials, and expenses shall be billed to the Buyer at the rates then in effect for any repairs or replacements not covered by this warranty.

This warranty shall not apply to any SPEX SamplePrep, LLC manufactured components that have been repaired, altered or installed by anyone not authorized by SPEX SamplePrep, LLC in writing. We reserve the right to determine if there has been any misuse of our equipment.

Complete warranty details are provided in SPEX SamplePrep's Terms and Conditions, which are supplied with product quotes and purchase, or upon request.