

WARRANTY AND RETURN POLICY

The GenesisCS Executive Series Centrifuge machine, comes with a one (1) year manufacturer warranty from the date of purchase by the first consumer purchaser of the product, only covering the cost of labor and replacement of mechanical or electrical parts that fail during normal operation. The manufacturer may use functionally equivalent reconditioned/refurbished/pre-owned or new Products. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of the manufacturer, are excluded from coverage. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than the manufacturer, or its authorized service centers, are excluded from coverage. The service is done at the manufacturer's repair facility, not on site. The customer pays for shipping and handling. There is a 10 day turnaround from the time of arrival on serviced machines.

Preventative Maintenance & Care

The preventative maintenance & care is done on site by the operator. A preventative maintenance log must be kept at the facility of operation. Provided with the machine is a preventative maintenance & care instruction sheet. Each item must be performed and recorded. Preventative maintenance services are done according to facility schedule. All units out of warranty require a billable service.

Return Policy

All damaged returns must have a Returned Goods Authorization (RGA) Number. Call 239-481-7725 to obtain an RGA number. Machines requiring repair will be returned to EmCyte Corporation, Attention: Repairs, 13881 Plantation Rd, Suite 2, Fort Myers FL 33912. Machines returned for service or repair will be replaced by a loaner machine at no charge. When the service on the damaged machine is completed, the machined will be dropped shipped back to the customer. In the unlikely event that the machine is not repairable, a new or refurbished machine will be used for a replacement. The customer will promptly return the loaner machine to the above address upon receipt of their machine. The customer will pay all of the shipping charges.

Limitations

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT, AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

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