

EQM Research, Inc.

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SUPPORT POLICIES

Service

Should any component of the Test-mate ChE Cholinesterase Test System (Test-mate) not function properly, please contact EQM Research for assistance before returning the system. If the malfunctioning component requires factory service, a Return Merchandise Authorization (RMA) number will be issued by EQM Research. Send the Test-mate ChE with a description of the difficulty, postage and insurance prepaid, to EQM Research. Please clearly mark the RMA number on the outside of the shipping carton. EQM Research cannot assume responsibility for loss or damage in transit. EQM Research will not accept shipments without an RMA number. Warranty repairs are free of charge. Non-warranty service is billed on a time and materials basis. The Test-mate ChE will be returned to you, postage and insurance prepaid.

Warranty

EQM Research warrants the Test-mate ChE Cholinesterase Test System (Test-mate) to be free from defects in material and workmanship under normal use and service for one year from the date of purchase. This warranty extends to the original purchaser and does not apply to any Test-mate, which in the sole opinion of EQM Research, has been subject to misuse, alteration, or abnormal conditions of operation or handling. To obtain warranty service, please contact EQM Research to obtain a Return Merchandise Authorization (RMA) number. Send the Test-mate with a description of the difficulty, postage and insurance prepaid, to EQM Research. Please clearly mark the RMA number on the outside of the shipping carton. EQM Research assumes no risk for loss or damage in transit. EQM Research will not accept shipments without an RMA number. EQM Research will, at its option, repair or replace the defective Test-mate free of charge. However, if we determine that the failure was caused by misuse, alteration, of abnormal conditions of operation or handling, you will be billed for the repair. The Test-mate will be returned to you, postage and insurance prepaid. This warranty is exclusive and is in lieu of all other warranties, expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose of use. EQM Research will not be liable for any special, indirect, incidental or consequential damages or loss, whether in contract, tort or otherwise.