



Columbus Instruments International Corporation
950 North Hague Avenue
Columbus, OH 43204-2121 USA
Tel/Fax: (614) 276-0861 / (614) 276-0529
TOLL FREE [US Only]: (800) 669-5011
Web Site: <http://www.colinst.com>
Email: sales@colinst.com

Warranty:

All products manufactured by Columbus Instruments are warranted against defects in material and workmanship for a period of two (2) years from date of delivery. Any product that is found to be defective within the warranty period, while operated in accordance with manufacturer's instructions, will be replaced or repaired at no charge for parts and labor provided the customer pays return shipping cost of the product to Columbus Instruments. Products returned must be identified with a Columbus Instruments Return Merchandise Authorization (RMA) Number. An RMA Number may be obtained by contacting our service department: service@colinst.com. The RMA Number should appear on the outside of the returned parcel. Include a description of product fault, a copy of the original invoice, contact details for a person at your facility and suitable shipping address within the returned parcel. Any applicable duties or taxes for re-importation are to be paid by the customer.

Non-Warranty Repairs:

Products not under warranty at time of service are warranted against defects in material and workmanship for a period of ninety (90) days from date of return delivery. Products not under warranty at time of service are subject to an evaluation fee. Consult our service department for details: service@colinst.com

Disclaimer:

Product warranty does not apply to products damaged by abuse, misuse or accident. Product warranty does not cover products that are disposable, or products that come in direct contact with the subject (catheters, blood pressure transducers, temperature transducers, cages, etc). In no case shall Columbus Instrument's liability exceed the product purchase price.

Items Returned for Credit:

To be eligible for return credit, all goods must be shipped (prepaid and fully insured) in the original packing materials to Columbus Instruments within 14 days of receipt at your facility and include all items contained on the original packing list. Products approved for return and credit by Columbus Instruments will be assessed a 20% restocking fee. Products returned for credit must be identified with a Columbus Instruments Return Merchandise Authorization (RMA) Number. This may be obtained by contacting our service department: service@colinst.com. The RMA Number should be clearly marked on the outside of the parcel. All returns must be shipped pre-paid and insured for full value. Once received, Columbus Instruments will assess product condition and qualify the goods as being fit for re-stocking/re-sale.

Order Cancellation:

A 20% re-stocking fee may be applied to a cancelled order for standard products. A 20% fee will be applied to a cancelled order for custom products. An order cannot be cancelled once goods are passed to the carrier.

Late Charge:

Past due invoices will be assessed a 2% per month late charge.

Damage in Shipment:

In the event of damage in shipment, please adhere to the following guidelines:

- 1) Notify Columbus Instruments IMMEDIATELY with all pertinent details of damage.
- 2) Retain goods WITH CONTAINER AND PACKING MATERIALS.
- 3) An examining agent will be dispatched and an inspection report issued to Columbus Instruments.
- 4) Columbus Instruments will provide instructions for return shipment.

Shortage in Shipment:

In the unlikely event of a shortage in shipment, please adhere to the following guidelines:

- 1) Re-check the contents against the quantities shown in the shipped column of the enclosed packing list.
- 2) Inspect closely all packing materials as small items may have been overlooked.
- 3) Notify Columbus Instruments IMMEDIATELY with all pertinent details of the shortage.

Return Address:

Columbus Instruments
Attn: R-##### (where # is the number provided by our service department)
950 North Hague Avenue
Columbus, OH 43204-2121 USA

Columbus Instruments contact information:

Telephone: [614] 276-0861 8:30AM - 5:00PM EST (-5 GMT) /
FAX: [614] 276-0529 service@colinst.com for technical,
warranty and shortage issues
shipping@colinst.com for matters pertaining to shipment, invoicing and damaged goods