

Warranty Policy

Logos Biosystems, Inc. (“Company”) warrants to the original purchaser (“Purchaser”) that the instrument (“Instrument”), if properly used and installed, will be free from defects in materials and workmanship and will conform to the product specifications for a period of **one (1) year** (“Warranty Period”) from the date of purchase.

If the Instrument under this limited warranty fails during the Warranty Period, the Company, at its sole responsibility, will:

- 1) within and up to 30 calendar days of purchase, refund the purchase price of the Instrument to the Purchaser if the Instrument is in original conditions; or,
- 2) after 30 calendar days of purchase, only replace or repair the Instrument for up to the Warranty Period without issuing a credit.

In no event shall the Company accept any returned instrument (including its components) that might have been used or contaminated in some labs, including but not limited to, HIV or other infectious disease or blood-handling labs.

This limited warranty does not cover refund, replacement, and repair incurred by accident, abuse, misuse, neglect, unauthorized repair, or modification of the Instrument.

This limited warranty will be invalid if the Instrument is disassembled or repaired by the Purchaser.

In case that the Company decides to repair the Instrument, not to replace, this limited warranty includes replacement parts and labor for the Instrument.

This limited warranty does not include shipment of the Instrument to and from service location or travel cost of service engineer, the costs of which shall be borne by the Purchaser.

Every effort has been made to ensure that all the information contained in this document is correct at its publication. However, the Company makes no warranty of any kind regarding the contents of any publications or documentation as unintended or unexpected errors including occasional typographies or other kinds are inevitable. In addition, the Company reserves the right to make any changes necessary without notice as part of ongoing product development. If you discover an error in any of our publications, please report it to your local supplier or the Company.



The Company shall have no responsibility or liability for any special, incidental, indirect or consequential loss or damage resulting from the use or malfunction of the Instrument.

This limited warranty is sole and exclusive. The Company makes no other representations or warranties of any kind, either express or implied, including for merchantability or fitness for a particular purpose with regards to this Instrument.

To obtain service during the Warranty Period, contact your local supplier or the Company's Technical Support team.