



Standard Terms and Conditions

Applicability of Standard Terms and Conditions

All purchases are expressly limited and conditioned upon acceptance of the following terms and conditions and placement of an order indicates Customer's full acceptance and agreement of the terms and conditions stated herein.

Order placement

Purchase order: Orders can be placed online via www.biofargo.com, phone call or fax. No verbal orders, changes or corrections will be accepted. Customer shall be responsible to Biofargo for the accuracy of all orders. To place a purchase order via phone call, please call Biofargo's Customer Service at 1.888.315.5266, Monday through Friday (except holidays). Telephone orders must be confirmed in writing via fax, mail or email. Orders or order confirmations can be placed at any time via fax to 1.866.419.4122 for products. For electronic orders, please email contact@biofargo.com.

Order cancellation: You may cancel your order, for any reason, and receive a full refund provided your order has not been shipped. Once an item is shipped the terms of our Returns policy will take effect. We reserve the right to charge a 25% restocking fee on any canceled orders.

Freight

We have chosen to cooperate with Fedex. If you would like to use your customer account numbers at FedEx please state so in the order or email us at contact@biofargo.com. Most orders are filled and shipped within 2-3 business days from the time they are received. Our standard shipping usually takes 2-5 days.

Product Warranty and Disclaimer

Orders placed for products on this website are subject only to the relevant manufacturer's standard commercial warranty terms in effect at the time of Order placement by Subscriber, which warranty terms shall be made available to Subscriber to the fullest extent possible through Distributor. We warrant only that the Products delivered shall conform substantially with the description of such products as provided on our website.

Risk of Loss

Notwithstanding the trade terms indicated above and subject to Seller's right to stop delivery of products in transit, title to and risk of loss of the products will pass to buyer upon delivery of possession of the products by seller to the carrier.

Return policy

To guarantee your satisfaction, you have up to 30 days to return any merchandise for any reason provided it is unused and in its original packaging.

For returns, it must be authorized by a Biofargo Customer Service Representative via email: contact@biofargo.com

- The following Items cannot be returned:
 - Products not in completely resalable condition (including products with damaged, missing, or defaced labeling or packaging)
 - Chemicals, reagents, diagnostics, sterile or controlled (regulated) items unless products do not meet specifications
 - Laboratory apparatus or instruments that have been used or are missing original packaging, labeling and/or operating manuals
 - Temperature sensitive items or other perishables
 - Products purchased on a special order basis
 - Products not purchased from Biofargo
 - Products with an expired shelf life or an expiration date too short for resale
 - Discontinued items
 - Products that contain mercury
 - Medical devices
 - Controlled goods

General Provisions

This policy is subject to change without notice by Biofargo. This policy is further subject to modification or revision as Biofargo may deem appropriate or necessary to comply with applicable federal, state, local and international laws, rules and regulations, and any other applicable regulatory agency guidelines and restrictions.