



## Warranty



Phenomenex warrants the Presston 1000 will be free of defects in materials and workmanship under normal installation, use, and maintenance for a period of 12 months following delivery.

**Warranty:** Phenomenex warrants that Presston 1000 will be free of defects in materials and workmanship for 12 months after delivery to customer's site. Phenomenex also warrants that the Presston 1000 will perform in accordance with our published specifications when delivered.

**Submitting Claims and Remedies:** If the Presston 1000 does not meet the Warranty, Customer must notify Customer's Technical Representative, in writing during the warranty period and as soon as reasonably practical after you discover the failure. For valid claims timely made, Customer's sole and exclusive remedy (and Phenomenex's sole and exclusive liability) for a warranty claim is limited to repair, replacement or refund at the sole option of Phenomenex.

- Products will not be eligible for return under the warranty without a prior Return Authorization by Phenomenex.

**Exclusions from warranty:** In no event shall Phenomenex have any obligation to make repairs, replacements, or corrections required, in whole or in part, as the result of:

- normal wear and tear,
- accident, disaster, or event of force majeure,
- misuse, fault, or negligence of or by Buyer,
- use of the Products in a manner for which they were not designed, such as, but not limited to:

- Physical or cosmetic damage to the equipment due to misuse, abuse, or mishap, including caused by improper handling or damage caused by spillage or exposure to any corrosive environment;
- Causes external to the Products such as, but not limited to, improper storage and handling of the Products
- Presston 1000 is altered or modified other than by, or at the direction of, personnel of Phenomenex

If, for any reason, it is necessary to return the Presston 1000 to Phenomenex, contact your Technical Representative for forwarding instructions. This procedure will prevent delays and enable us to resolve the situation to your satisfaction. Phenomenex is not liable for goods returned without authorization. Returns must be sent through a traceable carrier.

Please note, Phenomenex reserves the right to refuse or limit quantities to anyone it believes may be purchasing items for resale. Sales to anyone Phenomenex believes to be a reseller or bulk purchaser are final, and no exchanges or returns will be granted.



Trademarks  
Presston is a trademark of Phenomenex.

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