

Crompton Instruments Return Goods Authorization Policy

- All products being returned to Crompton Instruments for warranty repair, non-warranty repair, or credit only, must be issued an RGA number. Returned merchandise without a legitimate RGA number will be returned at the customer's expense.
- An RMA number is valid for 3 months from the date of issue. A new number is required if goods are shipped after that period. Customers must send the defective merchandise to Crompton with freight pre paid, making sure that the box is visibly marked with its RGA number. Crompton Instruments shall pay the return shipping cost of repaired products to the customer providing the following conditions are met:
 - items were originally purchased from Crompton Instruments
 - items are still under warranty
 - items are confirmed to be defective.
- All returns should have a copy of the packing slip from the original order / shipment if available, or any other pertinent information as customer name, return address, phone number, contact, PO number, should be included.
- In remote cases when a new replacement is required, before the defective unit is sent back, a new purchase order for full charges must be given and confirmed by fax. Customer should be advised credit - determined / issued upon return and evaluation of defective unit(s).
- All returned products shall be repaired or replaced within 3 weeks from the date of receipt or sooner based on its priority.
- Labor cost per hour for chargeable repairs is US\$ 60.00 net plus cost of any replacement parts. A 90 days warranty apply to all chargeable repairs.
- All requests for product being returned for CREDIT ONLY due to product being defective or supplied incorrectly, will need to be evaluated prior to any commitment being issued. The standard restocking charge is 35% and fluctuates depending on condition of returned goods. All items must be returned in their original boxes and unused. All credits must be approved by General Manager.
- All non-stock special order items are non-returnable, non-refundable and no credit will be issued on these products.
- All instruments manufactured by Crompton Instruments carry a limited 1 year warranty from the date of purchase. The limited warranty does not apply if:
 - the product is damaged by accident, improper use, or by negligence of customer
 - attempts have been made to repair or alter the products by anyone other than those appointed by Crompton Instruments
 - the serial number, ID labels are removed or tampered with

Should the product prove to be defective in workmanship or material, the customer's sole remedy shall be repair or replacement. Under no circumstances shall Crompton Instruments be liable for any loss or damage, direct, consequential, or incidental, arising out of the inability to utilize the product. Crompton Instruments makes no other warranty other than the ones set forth herein.