

Product Warranties and Returns

**Our products are reliable, low-maintenance and have a long service life.
If, contrary to expectations, problems do occur, we will be happy to help.**

Warranty Policy

MUDTEST Sp. z o.o. (MUDTEST) warrants that the products shall be free from liens and defects in title and shall conform in all respects to the terms of the sales order and the specifications applicable to the products. All products shall be furnished subject to MUDTEST's standard manufacturing variations and practices.

Unless the warranty period is otherwise extended in writing, the following warranty shall apply: if, at any time prior to twelve (12) months from the date of invoice, the products, or any part thereof, do not conform to these warranties or to the specifications applicable thereto, and MUDTEST is so notified in writing upon discovery, MUDTEST shall promptly repair or replace the defective products.

Notwithstanding the foregoing, MUDTEST's warranty obligations shall not extend to any use by the buyer of the products in conditions more severe than MUDTEST's recommendations, nor to any defects which were visually observable by the buyer but which are not promptly brought to MUDTEST's attention.

In the event that the buyer has purchased installation and commissioning services on applicable products, the above warranty shall extend for an additional period of twelve (12) months from the date of the original warranty expiration for such products.

In the event that MUDTEST is requested to provide customized research and development for the buyer, MUDTEST shall use its best efforts but makes no guarantees to the buyer that any products will be provided.

MUDTEST makes no other warranties or guarantees to the buyer, either express or implied, and the warranties provided in this clause shall be exclusive of any other warranties including ANY IMPLIED OR STATUTORY WARRANTIES OF FITNESS FOR PURPOSE, MERCHANTABILITY, AND OTHER STATUTORY REMEDIES WHICH ARE WAIVED.

This limited warranty does not cover any losses or damages that occur as a result of:

- Improper installation or maintenance of the products
- Misuse and neglect

- Adjustment by non-authorized sources
- Improper environment
- Excessive or inadequate heating or air conditioning or electrical power failures, surges, or other irregularities
- Equipment, products not manufactured by MUDTEST
- Products being modified or altered by a third party
- Consumable parts (bearings, accessories, etc.)

Returns and Repairs

Items being returned must be carefully packaged to prevent damage in shipment and insured against possible damage or loss. MUDTEST will not be responsible for equipment damaged due to insufficient packaging.

Any non-defective items returned to MUDTEST within ninety (90) days of invoice are subject to a 25% restocking fee. Items returned must be received by MUDTEST in original condition for it to be accepted. Reagents and special order items will not be accepted for return or refund.

MUDTEST employs experienced personnel to service and repair equipment manufactured by us, as well as other companies. To help expedite the repair process, please include a repair form with all equipment sent to MUDTEST for repair.

Be sure to include your name, company name, phone number, email address, detailed description of work to be done, purchase order number, and a shipping address for returning the equipment. All repairs performed as "repair as needed" are subject to the ninety (90) day limited warranty. All "Certified Repairs" are subject to the twelve (12) month limited warranty.

Returns and potential warranty repairs require a Return Material Authorization (RMA) number. An RMA form is available from your sales or service representative. Please ship all equipment (with the RMA number for returns or warranty repairs) to the following address:

MUDTEST Sp. z o.o.
Chełmońskiego 77
32-500 Chrzanów
Poland