

Returns

Equipment may be returned for refund within 15 business days of receipt at destination. A restocking fee, equivalent to 10% of the value of the item may be assessed for all returned items not related to any valid warranty claim. Your item must be in the same condition that you received it, unused, and in its original packaging.

All returns must be accompanied by a valid return authorization number (RMA) obtained from Scintica Inc.

To start the return process contact us at sales@scintica.com. If the reason for your return is accepted, we will send you a RMA number, a return shipping label, and instructions on how and where to send your package. Items sent back to us without first requesting an RMA number will not be accepted and will be returned to sender at the sender's expense.

Damages and issues

Please inspect your order when you receive it and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right. Scintica Inc. will not take responsibility for claims reported more than 30 days following delivery.

Exceptions / non-returnable items

Certain types of items cannot be returned such as special orders, personalized items, hazardous materials, flammable liquids, gases, etc. Please contact us if you have questions or concerns about your specific item.

Contractual Terms

All manufacturer warranties apply, and no additional warranties are provided by Scintica Instrumentation Inc. with the exception of extended service agreements sold separately. Defects or failure in the performance, design or manufacture of the Products are the sole responsibility of the manufacturer.

Scintica Inc. shall not be held responsible for special, consequential or punitive damages of any kind arising out of delivery, sale, installation, service or use of any hardware or software provided, nor does it warrant that the equipment is suitable for any specific purpose. The company's sole obligation in respect of defective Products shall be limited to replacement or at the Customer's selection, return of the original purchase price of any such Products, all in accordance with the terms of the warranty, which the Customer shall have given the Scintica Instrumentation Inc. notice of, as defective, within a reasonable time period following their delivery.

Products are intended for pre-clinical research and teaching applications ONLY -- products are NOT intended for use in human subjects.