



UNITED PRODUCTS & INSTRUMENTS, INC.

182 Ridge Road, Suite E
Dayton, NJ 08810

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Warranty Policy

Our warranty applies to all UNICO instruments, including centrifuges, spectrophotometers, incubators, and tube rockers, and is valid for one (1) year from the date of shipment. Microscopes purchased after June 1, 2024, are covered by a lifetime limited warranty. The warranty covers the repair or replacement of defective parts within the warranty period and the full repair or replacement of the instrument if deemed necessary by UNICO. Please note that the warranty does not cover accidental damage, chemical damage, unauthorized repairs, third-party modifications without UNICO's written approval, consumables such as light bulbs, batteries, fuses, rechargers, and AC adapters, routine wear and tear, breakage or damage caused by improper cleaning and maintenance, or optical components damaged by improper use or lack of maintenance. To initiate a warranty claim, notify UNICO or an authorized distributor/dealer of the defect within five (5) days of discovery. Contact Customer Service via toll-free (800-588-9776), local (732-274-1155), fax (732-274-1151), or email (unicosupport@unicosci.com). Provide the instrument's serial number and proof of purchase. Obtain a Return Goods Authorization (RGA) number before returning any product, as returns without an RGA will not be accepted. Return the product at your expense to UNITED PRODUCTS & INSTRUMENTS, INC., 182 Ridge Road, Suite E, Dayton, NJ 08810, ensuring proper packaging to prevent transit damage. UNICO will repair or replace warranted products and ship them back at no cost. This warranty is the sole remedy for defects, and UNICO's liability is limited to repair or replacement of defective parts. UNICO is not liable for incidental or consequential damages, and the warranty is non-transferable.

Return and Refund Policy

Returns are accepted within 15 days of the original purchase date. Products must be in their original, unopened, and unused condition. Proof of purchase is required for all returns. Certain products are not returnable. Email unicosupport@unicosci.com to request a return. All returns must be approved by UNICO and may be subject to restocking or other fees depending on the product's condition and reason for return. Returns without prior authorization will not be accepted. Refunds will be issued upon receipt and inspection of the returned product and credited to the original method of payment.

Order Processing and Shipping

A minimum order of \$25 is required; orders below this are subject to a \$7.50 minimum charge fee. Orders are processed after payment verification. Major credit cards are accepted, and payment is due at the time of order placement. An email confirmation will be sent after order placement. Contact customer service immediately for changes or cancellations, though they are not guaranteed after processing. Shipping costs are calculated based on weight, dimensions, and address. Shipping is available within the United States only. Tracking information will be emailed after the order is shipped. UNICO is not responsible for shipping delays out of our control. Contact customer service immediately for damaged or missing shipments; UNICO will file a claim and arrange replacements or refunds as applicable.

Limitation of Liability

UNICO is not liable for indirect, incidental, or consequential damages. By placing an order, you agree to these terms.

Contact Us: We are committed to providing excellent customer service. If you have any questions or concerns, please contact our customer service team.