



## Guarantee & After-Sales Service

At UNICO, we understand that purchasing new laboratory equipment is a significant investment, and we want to ensure you are fully supported throughout the life of your Unico instrument. Our warranty policy is designed to give you peace of mind, providing coverage in the event of material or manufacturing defects. Below are the details of our warranty terms and how you can make use of them if necessary.

### What Products are Covered by the Warranty?

Our warranty applies to all UNICO instruments, including centrifuges, spectrophotometers, incubators, and tube rockers. The warranty period is one (1) year from the date of shipment. Microscopes purchased after June 1, 2024, come with a lifetime limited warranty.

The warranty covers the following:

Repair or replacement of defective parts within the first year of purchase.  
Full repair or replacement of the instrument if deemed necessary by Unico.

### Warranty Exceptions

Please note that the warranty does not cover the following:

Accidental damage: Damage due to accidents, fire, theft, acts of nature, negligence, or misuse.

Chemical damage: Failure or damage caused by the use of chemicals that may harm the instrument.

Unauthorized repairs: Damage to parts that are altered, lost, or repaired by anyone other than Unico or an authorized service technician.

Third-party modifications: Any repairs or modifications made to the instrument by a third party without prior written approval from Unico.

### How to Apply for Warranty Service

To initiate a warranty claim, please notify Unico or an authorized distributor/dealer of the defect within 5 days of identifying the issue. You can contact our Customer Service team using the following methods:

Toll-Free: 800-588-9776

Local: 732-274-1155

Fax: 732-274-1151

Email: [unicosupport@unicosci.com](mailto:unicosupport@unicosci.com)

Please have the serial number of your instrument and proof of purchase ready. Once we receive this information, we will issue a Return Goods Authorization (RGA #) to facilitate the warranty process. Returns without an RGA will not be accepted.

### Shipping for Warranty Claims

Once an RGA # is issued, you are required to return the product to Unico at your own expense.



Please ensure the instrument is properly packaged to avoid damage during transit. If the product is found to be covered under warranty, we will repair or replace the instrument and ship it back to you at no additional cost.

#### What is Not Covered by This Warranty?

This warranty does not cover:

Consumables such as light bulbs, batteries, fuses, rechargers, and AC adapters.

Routine wear and tear resulting from normal use.

Breakage or damage caused by accidents, misuse, or failure to clean and maintain the instrument.

Optical components, including any damage resulting from improper use or lack of maintenance.

#### Limitations of the Warranty

This warranty is the sole and exclusive remedy for any defects. Unico's liability is limited to the repair or replacement of defective parts. Under no circumstances will Unico be held responsible for any other types of damage, including incidental or consequential damages.

The warranty is non-transferable and is only valid for the original purchaser of the instrument.

#### Minimum Order Requirement

We require a minimum order of \$25. For any order totaling less than this amount, a minimum charge fee of \$7.50 will apply.

#### Order Processing

Once your order is placed, we begin processing it immediately. Please note that orders are processed only after payment has been received and verified. Ensure that all payment information is accurate to prevent any delays.

#### Payment Terms

Unico accepts all major credit cards. Payment must be made in full at the time of order placement.

#### Order Confirmation

After your order is placed, you will receive an email confirmation containing all the details of your purchase. Please review the confirmation carefully to ensure all information is correct.

#### Changes & Cancellations

Once an order is confirmed, modifications or cancellations cannot be made directly through the website. However, if you need to make any changes or cancel your order, please reach out to our customer service team immediately at [unicosupport@unicosci.com](mailto:unicosupport@unicosci.com). While we will do our best to assist you, please note that cancellations or changes cannot be guaranteed once an order has been processed.

#### Shipping and Handling

We offer several shipping options to fit your needs. Shipping costs are calculated based on the



weight and dimensions of your order and your shipping address. All orders are subject to our standard shipping terms. Currently, we only offer shipping to locations in the United States.

#### Damaged or Missing Shipments

While we take great care of packing and shipping your products, items may occasionally be damaged in transit. If your shipment arrives damaged or if any items are missing, please contact us immediately at [unicosupport@unicosci.com](mailto:unicosupport@unicosci.com). We will file a claim with the carrier and arrange for replacements or a refund where applicable.

#### Order Tracking

Once your order has been shipped, you will receive an email with a tracking number. You can track your package using the tracking number provided.

Unico is not responsible for delays caused by UPS, weather conditions, natural disasters, or any other circumstances beyond our control.

#### Return and Refund Policy

If you need to return an item, please email [unicosupport@unicosci.com](mailto:unicosupport@unicosci.com). All returns must be approved and may incur additional charges depending on the condition of the product and the reason for the return.

#### Limitation of Liability

Unico is not liable for any indirect, incidental, or consequential damage arising from the purchase or use of our products. By placing an order, you agree to these terms.

We are committed to providing excellent customer service and ensuring that your UNICO products perform optimally throughout their lifecycle. If you have any questions or concerns, please do not hesitate to contact our customer service team.