



## InVivo Biosystems Return and Warranty Policy

### Return Policy

In order to receive a 100% refund, products (instruments, reagents, & consumables) must be returned within 30 calendar days of delivery and are subject to a minimum of 15% restocking fee (or up to \$500 USD) of the invoiced value of the products being returned. Any and all applicable return shipping and taxes will be paid by the customer. Returns for any reason will be accepted within 30 days provided that:

- Product is unused and unopened;
- Returned in the same condition and packaging it was received in;

If the product has visible damage, customers shall notify InVivo Biosystems immediately (see *Shipping Error and Damage Policy*).

### Order Cancellation Policy

Customers can cancel purchase orders of products at any time prior to preparation/packing for shipment. Cancellation of custom products (non-catalog) at InVivo Biosystems may be rejected or alternatively be subject to cancellation fees. Please contact your Customer Service Representative in the case you wish to cancel an order.

### Shipping Error / Damage Policy

It is the responsibility of the customer to perform reasonable inspection of all deliveries. Obvious external damage must be notified to InVivo Biosystems within a maximum of 7 calendar days of delivery, together with a copy of the annotated delivery receipt as well as any relevant supporting documents evidencing the external damages (eg: photos). Delivery errors (eg. wrong product or quantities) and physical damage to products visible from standard "out of box" inspection must be notified to InVivo Biosystems within a maximum of 30 calendar days of delivery, together with a copy of the annotated delivery receipt as well as any relevant supporting documents (eg: photos). In the absence of such notifications, goods shall be assumed to be delivered in an undamaged condition. For the avoidance of doubt, this policy does not affect customer's rights in respect of products that develop faults or fail to perform to specifications during the applicable warranty period.

### Warranty

All InVivo Biosystems products are warranted for 1 yr from date of delivery.