

Warranty & Return Information

One Year Factory Warranty

RheoSense, Inc. warrants its products to conform or exceed the specifications as set forth in its catalogs in use at the time of sale and reserves the right, at its own discretion, without notice and without making similar changes in articles previously manufactured, to make changes in materials, designs, finish, or specifications. RheoSense, Inc. warrants products of its own factory against defects of material or workmanship for a period of **twelve months** from date of invoice. We warrant our products to be free of defects in materials and workmanship. Our RheoSense service team will determine the cause of the failure and reserve the right to rule the validity of the warranty based on our findings.

Liability of RheoSense, Inc. under this warranty shall be limited to replacing, free of charge (FOB San Ramon, CA), any such parts proving defective within the period of this warranty, but will not be responsible for transportation charges or consequential damages. **This warranty will not cover any damage unless the defective parts are returned in the same condition and packaging as supplied.** From the date of shipment, this limited warranty is the sole remedy offered and RheoSense will not be held liable for any indirect/direct, incidental, or damages of the product. **This warranty does not include misuse, unauthorized modifications, and external causes such as acts of nature.** Please register your viscometer and chip(s) on the following link:

<http://www.rheosense.com/warranty-registration/rheosense-viscometers>

Making a Warranty Claim

Please contact us for any issues or problems. Our service team will provide guidance on examining the issue if the issue cannot be resolved; our service team will provide the necessary procedures for sending back your unit for diagnosis and possible replacement. **Please note that in the case of sending back your unit, RheoSense requires the unit to be enclosed in its original custom designed packaging. For instances where the original packaging has been misplaced or discarded, the purchase of packaging will be required. RheoSense is not responsible for any damaged units due to a result of improper packaging and shipment.**

Any claims of viscometer, chips, and temperature control plug ins never being used will be reviewed by requesting the items back. Please note that these claims must be within one month time frame. For chips, if internal procedures prove there is a "0-1" count of measurements, the chip can be reviewed for replacement. Anything that exceeds will not be eligible for replacements

All returns will require a Return Merchandise Authorization (RMA) number and process which you can request through service@rheosense.com.

Making a Warranty Claim on RMAs

For any RMA items that were recently shipped back, any defect or issues that occur within **one week** upon delivery can be taken into consideration for potential replacement depending on the diagnosis of the error. Please note that any claims made after the one week will not be qualified for replacement and can be taken back in as a standard RMA with the diagnosis and quotation process.

Any claims of chip(s) never being used will be reviewed by requesting the chip back. Once internal procedures prove there is a "0-1" count of measurements, the chip can be reviewed for replacement. Anything that exceeds will not be eligible for replacements.



Please note that the item in question must also be within the warranty period.

Returns

To make a return, RheoSense will allow returns within 30 days after the invoice date with a 30% restocking fee and shipping in original packaging. For any questions, please contact your RheoSense representative.

Service Contracts

RheoSense supplies a number of service contract options. Please contact your RheoSense representative or contact Service@RheoSense.com to learn more about which options are suitable for you.