

### Terms

- Products for sale meet all regulatory compliances as noted in the appropriate Follett Product, LLC (hereinafter referred to as Follett) Specification Sheet at the time of sale. Customer understands and accepts these products as meeting the designated regulatory compliances.
- Net 30 day terms on approved accounts
- Prices subject to change without notice
- Specifications subject to change without notice
- **Pricing is in USD**
- **Products priced with EX Works (EXW) terms**
- **Other shipping terms available upon request**

### Return Policy

Follett equipment may be returned for credit under the following conditions:

- The equipment is new and unused
- A return authorization number has been issued by customer service within 45 days after shipment
- Follett receives the equipment at the factory in Easton, PA within 30 days after issuance of the return authorization number
- The equipment must be returned in original packaging

**Note: Return freight charges are the responsibility of the customer. If equipment is returned and is damaged because of improper packaging, Follett will not be held responsible.**

Credit will be issued when the equipment has been inspected by Follett and deemed suitable to be returned to stock.

**Note: A 20% restocking charge will be deducted from the credit. If the cost to return the product to stock exceeds 20%, the actual cost will be deducted.**

### Warranty

#### Follett models

Follett warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 2 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 2 year period are covered under this warranty.

The compressor shall be covered for an additional 3 years (parts only), for a total of 5 years from the date of installation.

#### FOLLETT WARRANTY CONDITIONS

- Warranty labor must be performed by an authorized service provider.
- The equipment has been installed and operated in compliance with instructions provided by Follett.
- Malfunctions or damage due to alterations, improper operation, outdoor use, neglect, vandalism, fire, acts of God, or any situation beyond the control of Follett are expressly excluded from this warranty.
- Follett reserves the right to require that any parts covered under this warranty be returned to Follett prepaid and verified as defective upon examination.
- Any damages resulting from shipment of the unit are expressly excluded. Follett advises customers to carefully examine all shipments prior to acceptance and note all potential damage concerns on the appropriate shipping papers.
- Excess labor charges resulting from security clearance procedures, safety training, travel time greater than one hour or 50 miles (80 km), premium time labor; after hours, weekends, holidays, etc., will not be covered by Follett and are the responsibility of the equipment owner.

**This warranty is expressly made in lieu of other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose except as provided in the warranty with respect to defects in material and workmanship.** Follett will not be liable for any consequential damages, expenses, connecting or disconnecting charges, or any losses or damages resulting from a defect of the machine. Questions concerning this warranty should be directed to technical service at +1 (855) 686-5592.

#### PHCbi models

Please visit <https://www.phchd.com/global/biomedical>.