

SPEX SamplePrep Warranty

SPEX SamplePrep L.L.C. guarantees its products against defects of materials and workmanship for two years from the date of original shipment. Repairs and replacements made under warranty are guaranteed for the remaining original warranty period. The warranty excludes wear parts: parts that wear out through use and have to be replaced periodically for proper operation. Wear parts include not only gaskets, drive belts, grinding balls and the like, but also pneumatic cylinders, the Geno/Grinder ball slide, the Freezer/Mill coil, and the Mixer/Mill clamp retaining spring assembly. Also excluded from the warranty are grinding vials and containers made from tungsten carbide, alumina ceramic, zirconia ceramic, silicon nitride, and agate. The customer pays return freight to the customer if the warranty claims, but SPEX reserves the right to judge whether a malfunction is due to defects in materials or workmanship, or to wear, negligence, or misuse.