

# Product Warranty Statement

## BGI by Mesa Labs Product Warranty Statement

Mesa Labs warrants equipment of its manufacture and bearing its nameplate to be free from defects in workmanship and material. We make no warranty, express or implied, except as set forth herein. Mesa's liability under this warranty extends for a period of one (1) year from the date of product's shipment. Mesa Labs warrants service performed on equipment at our factory for a period of ninety (90) days and spare parts for a period of sixty (60) days. During these periods, the warranty is expressly limited to repairing or replacing any device or part returned to the factory and proven defective upon evaluation. These warranty periods will not be extended under any circumstances.

Mesa assumes no liability for consequential damages of any kind. The purchaser, by acceptance of this equipment, shall assume all liability for consequences of its misuse by the purchaser, its employees, or others. Purchaser is responsible for all damages resulting from field repairs and installation of equipment and parts. This warranty will be void if the equipment is not handled, transported, installed, or operated in accordance with our instructions. If damage occurs during transportation to the purchaser, Mesa must be notified immediately upon arrival of the equipment.

A defective part in the meaning of this warranty shall not, when such part is capable of being repaired or replaced, constitute a reason for considering the complete equipment defective. Acknowledgment and approval must be received from Mesa prior to returning parts or equipment for credit. To obtain a Return Material Authorization (RMA), contact [csbutler@mesalabs.com](mailto:csbutler@mesalabs.com) with details of the warranty or service claim. Purchaser is responsible for return shipment of equipment to the factory for warranty and non-warranty repairs. Mesa Labs will provide ground shipment to the purchaser for warranty repairs. All shipments from Mesa Labs will be handled by FedEx, unless otherwise requested. If the purchaser elects to use a third party freight forwarder or another shipping carrier, the purchaser is thereby responsible for the shipment.

Mesa Labs periodically makes engineering changes and improvements on instruments of its manufacture. We are under no obligation to retrofit these improvements and/or changes into instruments which have already been purchased.

For refund of new products, equipment must be in a new and unused condition. A restocking fee of 30% of the product's value will be charged for returns after thirty (30) days. Mesa Labs will not accept any returns after ninety (90) days.

No representative of ours has the authority to change or modify this warranty in any respect.