

# Product Warranty Statement

## BGI by Mesa Labs

### Electronic Board Warranty and Repair Statement

Mesa Labs warrants electronic boards in equipment of its manufacture for a period of one (1) year from the date of product shipment. All spare parts, including replacement boards, have a standard warranty period of sixty (60) days.

Within the warranty period, Mesa will provide a new electronic board to replace defective boards. The defective board should be returned promptly to be tested in our manufacturing facility. If the returned board is found to be without defect, the customer will be charged a \$350 evaluation fee. If the returned board is confirmed to be defective, no fee will be charged.

Mesa does not perform component repair or replacement on electronic boards, in either warranty or non-warranty returns. In the case of non-warranty returns, the customer will need to purchase a new board to replace the existing board. The customer will be required to provide a serial number of the equipment to be programmed into the new board prior to shipment.

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 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. This warranty is void if the equipment is not handled, transported, installed, or operated in accordance with our instructions. Purchaser is responsible for all damages resulting from field repairs and installation of equipment and parts. If equipment damage occurs during transportation to the purchaser, Mesa must be notified immediately upon arrival of the equipment.

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.

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