

AccuPump and BasePump Warranty Information

TriContinent is an ISO 13485 certified company that operates under a stringent quality assurance program. We stand behind our pumps with a one-year warranty on material and workmanship, excluding abuse and misuse.

Returns

A Return Material Authorization (RMA) number must be issued by TriContinent before any products are returned. The RMA number must be referenced on the outside of the shipping box. TriContinent does not accept the return of products for credit/refund without prior approval. Unauthorized returns will be refused. TriContinent reserves the right to refuse any return on any product that has been used with infectious microbiological or radioactive substances or other materials that may be deemed hazardous to the employees of TriContinent.

Repairs

TriContinent will repair or replace any product that is found to be defective due to material or workmanship within a period of 1 year after shipment from TriContinent. TriContinent reserves the right to charge a minimum repair charge for complaints that cannot be verified by TriContinent. Products returned for abuse and misuse will be repaired at the customer's expense.

Exclusions

The above warranty shall not apply for defective products resulting from:

- Improper or inadequate maintenance by the customer
- Unauthorized modifications or service
- Customer misuse
- Operation outside of the environmental specifications for the product
- Instruments returned with inadequate packaging

It is the responsibility of the customer to determine the suitability of an application and the material compatibility of the products.

There is no warranty expressed for the following components:

- Valves
- Syringe plungers
- Seals

Note: For equipment damaged in shipping, contact the shipper directly.