



Service and Warranty Terms and Conditions

Introduction

Valhalla Scientific stands by its products through offering ongoing service options and warranty protection. Our service plans revolve around a flat rate fee* while our warranty options cover the repair and replacement of defective or malfunctioning instruments and/or components resulting from factory defects, component failures, and other non-voiding causes.

Service and Repair

We offer service packages for all models currently in production and many of our legacy units. All repair and calibration work is performed on-site by Valhalla Scientific technicians and includes 90-days of parts & labor warranty coverage. If your instrument cannot be repaired, it will be classified as *Beyond Economical Repair* and revert to a \$200 evaluation fee.

APPLIES TO	Repair and Calibration Services
COVERS	Most parts and all labor costs associated with repair, recalibration, and recertification of the instrument. All component level repairs, rewiring, cleaning, binding post and external connector replacement, etc.
DOES NOT COVER*	Shipping costs, cosmetic damage (bent handles, scratched chassis, etc.), complete sub-assembly and board replacements.
INCLUDES	90-day Service Warranty

Request Service

If your instrument needs service, is still within the warranty period, and meets our warranty criteria - please contact our service department for an RMA prior to sending in your instrument. An RMA is necessary for us to receive any incoming instruments, we cannot begin any service work without one.

Request an RMA

You can request an RMA by emailing sales@valhallascientific.com with your instrument details, filling out the Contact Us form at valhallascientific.com/contact, or calling 800-548-9806.

Once you have been assigned an RMA, you are clear to send in your instrument. Please ship to the following address:

Valhalla Scientific - Cal Lab

RMA# _____

12127 Kirkham Rd.

Poway, CA 92064

Please package your instrument securely to ensure safe transport. Valhalla Scientific is not responsible for items damaged in transit. Your instrument will be returned in the packaging it arrived in.



Warranty Types

Valhalla Scientific provides two types of standard warranty: (a) instrument warranty and (b) service warranty.

Instrument Warranty

All new instrument orders include 12 months of warranty protection beginning on the day of delivery. The instrument warranty covers parts* and labor costs associated with the repair and/or replacement of your covered unit. Your instrument will be re-calibrated and re-certified prior to return shipment and include a new certificate of calibration.

APPLIES TO	New instrument orders
TERM	12 months
COVERS	100% parts and labor costs associated with repair and/or replacement of covered device
DOES NOT COVER*	Cost to ship instrument to Valhalla Scientific, lost productivity due to instrument malfunction
EXTENDABLE	Yes, must be extended prior to expiration of active warranty
EXCLUSIONS*	<p>Warranty will not be honored for devices that meet any of the following criteria:</p> <ul style="list-style-type: none"> - Factory calibration seal has been broken - Shows signs of unauthorized modification - Shows signs of overload - Operator error - Water or drop damage - Damage due to 3rd party accessories - All other non-factory causes

Service Warranty

All repair and calibration work performed by Valhalla Scientific includes 90-days of parts & labor warranty coverage. This warranty covers the cost of additional service work that may be necessary in the event of a factory-caused malfunction or component failure directly related to the original service work performed.

APPLIES TO	Repair and calibration services
TERM	3 months
COVERS	100% parts and labor costs associated with repair and/or replacement of covered device due to <i>factory-caused malfunction or component failure</i> .
DOES NOT COVER	Cost to ship instrument to Valhalla Scientific, lost productivity due to instrument malfunction
EXTENDABLE	No
EXCLUSIONS	<p>Warranty will not be honored for devices that meet any of the following criteria:</p> <ul style="list-style-type: none"> - Malfunction is due to cause outside of scope or Valhalla Scientific repair & calibration service - Factory seal has been broken - Shows signs of unauthorized modification - Shows signs of overload due to currents outside of specified ranges - Operator error - Water damage, breakage from fall - Damage due to 3rd party service - All non-factory causes