

SINCE 1889



Warranty Information

Yamato Scientific America warrants, from the date of shipment from Yamato warehouse, for a period of one (1) year. All products, parts and materials shall be free of defects in material and workmanship under normal use consistent with the product instructions. This product warranty does not apply to products purchased from unauthorized resellers/distributors. Yamato reserves the right to inspect the product under claim before having an obligation to repair or replace the defective unit covered by this warranty. All costs of shipping to Yamato for inspection shall be borne solely by the purchaser. Products repaired or replaced under the terms of the warranty may be refurbished or new product will be provided at the discretion of Yamato.

Warranty Conditions

No warranty will apply if the product (i) has been altered or modified, except by Yamato Scientific; (ii) has not been installed, operated, repaired, or maintained in accordance with instructions provided by Yamato Scientific; or (iii) has been subjected to unreasonable physical, thermal, or electrical stress, misuse, negligence, or accident.

Product Return Policy

If you are not satisfied with your purchase and wish to make a return, contact Production Automation to inquire about a Return of Merchandise Authorization Number (RMA). Merchandise returned without an RMA number will not be accepted and will be returned to the sender. Return requests must be made within 15 days of the customer's receipt of the merchandise.

All returns must be unused and in unopened original packaging and include all items and manuals originally shipped.

The purchaser is responsible for the shipping cost of return shipment. Insurance on the return shipment is required. Damage or loss of merchandise during shipping is the responsibility of the sender. Returned shipments that arrive damaged will be returned to the sender, and credit will not be rendered.

All returned products, parts and materials are subject to a 25% restocking fee. Shipping and handling cost are non-refundable. All retrofitted, customized and special-order item sales are final and non-returnable.