

# Vector Lab Products

## terms, policies and warranty information

### Terms

- Products for sale meet all regulatory compliances as noted in the appropriate Vector Product Specification Sheet at the time of sale. Customer understands and accepts these products as meeting the designated regulatory compliances.
- Net 30 day terms on approved accounts
- Prices subject to change without notice
- Specifications subject to change without notice
- This price list supersedes all others
- **Pricing is in USD**
- **Products priced with EX Works (EXW) terms**
- **Other shipping terms available upon request**

### Return Policy

Vector Lab Products equipment may be returned for credit under the following conditions:

- The equipment is new and unused
- A return authorization number has been issued by customer service within 45 days after shipment
- Vector Lab Products receives the equipment at the factory in Nazareth, PA within 30 days after issuance of the return authorization number
- The equipment must be returned in original packaging

**Note: Return freight charges are the responsibility of the customer. If equipment is returned and is damaged because of improper packaging, Vector Lab Products will not be held responsible.**

Credit will be issued when the equipment has been inspected by Vector Lab Products and deemed suitable to be returned to stock.

**Note: A 20% restocking charge will be deducted from the credit. If the cost to return the product to stock exceeds 20%, the actual cost will be deducted.**

### Warranty

#### Vector models

Vector Lab Products warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 2 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 2 year period are covered under this warranty.

The compressor shall be covered for an additional 3 years (parts only), for a total of 5 years from the date of installation.

#### PHCbi models

Please visit <https://www.phchd.com/global/biomedical>.

#### VECTOR LAB PRODUCTS WARRANTY CONDITIONS

- Warranty labor must be performed by an authorized service provider.
- The equipment has been installed and operated in compliance with instructions provided by Vector Lab Products.
- Malfunctions or damage due to alterations, improper operation, outdoor use, neglect, vandalism, fire, acts of God, or any situation beyond the control of Vector Lab Products are expressly excluded from this warranty.
- Vector Lab Products reserves the right to require that any parts covered under this warranty be returned to Vector Lab Products prepaid and verified as defective upon examination.
- Any damages resulting from shipment of the unit are expressly excluded. Vector advises customers to carefully examine all shipments prior to acceptance and note all potential damage concerns on the appropriate shipping papers.
- Excess labor charges resulting from security clearance procedures, safety training, travel time greater than one hour or 50 miles (80 km), premium time labor; after hours, weekends, holidays, etc., will not be covered by Vector Lab Products and are the responsibility of the equipment owner.

**This warranty is expressly made in lieu of other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose except as provided in the warranty with respect to defects in material and workmanship.** Vector Lab Products will not be liable for any consequential damages, expenses, connecting or disconnecting charges, or any losses or damages resulting from a defect of the machine. Questions concerning this warranty should be directed to technical service at +1 (855) 686-5592.

VECTOR is a registered trademark of Follett Products, LLC, registered in the US.  
Follett reserves the right to change specifications at any time without obligation.