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Parts Policy 2026

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Our goal is to provide good quality, tested replacement parts at a substantial savings over the cost of new.

The majority products we sell are from systems we have purchased, de-installed and brought into our warehouse. These systems are in good working condition at the time of de-install. Service history for the past two years have been evaluated and system tests are performed at the time of de-install. The parts offered have been tested and are known to be in good working condition at the time we carefully clean, prepare and pack them to ship. We do not represent a part as “refurbished” because it has been cleaned. Upon occasion, we may also have new parts available, often in the original OEM packaging.

Part Ordering
Please verify the part number including the specific revision required and proper description before placing your order. We are not responsible for incorrect part numbers ordered. The part number will always take precedence over a conflicting description. We will attempt to confirm, clarify, and resolve any conflict of information prior to shipment. The part number listed on your Purchase Order will be assumed to be correct.

Confirm Order Received
Before opening your part, please confirm on the paperwork you have received the correct part ordered. In the unlikely event you have received the wrong part, refer to the restock information below. Please do not open the box.

Inspect Order
After confirming your order received, please inspect your part for any damage in shipment. Shipping damage must be reported to the carrier immediately with us in copy. Take photos of packing and damage.

Returns Policy
Our parts are **not for troubleshooting.** We assume the part ordered is the one required. If you would like a photo of a part prior to placing an order to insure it will meet your standards for cosmetic condition, correct revision, or other details, please ask. We are happy to provide photos to confirm you will receive the correct part in the condition required. Many photos are already online for your review.

NOTICE OF SEAL: Boxes will be sealed and signed prior to shipment. A notice will be placed on the box stating **“Returnable If Not Opened. Restock Applies”** “**Non-Returnable If Opened**”. If the tamper proof seal is disturbed, the box will have been opened. We have taken these added measures to avoid any misunderstanding.

NOTICE OF IDENTIFICATION Prior to shipment, parts are marked, photographed in detail, tamper labels applied and packing photographed. Photos of working condition, where applicable, have been taken and are on file.

Conditions of returns are as follows:

Returnable: We will accept returns on **unopened boxes** within ten (10) calendar days of order. Orders are shipped the same day, unless otherwise specified. If the box has been **opened**, it will become **non-returnable**.
A **25% restock fee** will be charged on parts received back within **ten (10) days**.
An **additional 5% restock fee** will be added to **each ten (10) day period thereafter** for a maximum **35% restock fee**.
If a part has **not been returned within thirty (30) days, it will become non-returnable** as well as an **outright purchase** if it was initially ordered on an **exchange basis**.

Non-Returnable: Any part that has been opened (box), installed, or used will be non-returnable.

Exchange Parts (Keywords: Like, Repairable)
A part sold on an exchange basis will have an outright price and discounted exchange price listed on the invoice. **For the exchange discount to apply, a like, repairable exchange part must be received in our office within fifteen (15) days from the ship date**. If additional time is needed to return the exchange part, please notify us at the time of order so it will be properly reflected on the Invoice. A like, repairable exchange part is required for the exchange discount to apply. Unless agreed upon in writing in advance, a 3rd party replacement will not be accepted as an exchange.
If the part to be replaced is damaged beyond normal repair, please order on "Outright" basis.

Core Deposits
All probes, tubes and select other parts sold on exchange basis will require a core deposit to be paid at the time of order. The deposit will be refunded in full upon verification of repairability of the exchange item.

Warranty
Parts may be sold "as is, without warranty" or with a stated warranty period.
The Quotation and/or Invoice will state the warranty period, if any.
Parts sold as "defective" or "cores" are "as is, without warranty".
Parts considered to be "consumable" or "disposable" (i.e., positioning devices, compression plastics, lead glass, filters, syringes, etc.) are without warranty.
Parts sold with warranty are on a "pro-rated" basis unless otherwise specified in writing.
Warranty period begins at time of shipment. A grace period will be added based on the reasonable transit time for delivery.

DOA Claims
If you receive a part you believe to be DOA, we must be notified within three (3) days from date of receipt to claim a DOA.

We will promptly work with you to troubleshoot the problem you are experiencing BEFORE it is returned. There may be a simple issue to easily be resolved.

Any DOA part must be returned to our facility within seven (7) days of notification that it was found DOA together with a completed "DOA/Warranty Report" available for download on our website or via email.

Failure to promptly return a claimed DOA part and it's completed form may result in additional billing and/or refusal of part to be returned.

Each DOA part will be evaluated upon receipt. Damage to parts from shipment, abuse, mishandling or engineering errors at installation are not considered to be DOA. **The cost of testing will become the responsibility of the customer if the part is found to be in good working condition. All reported DOA parts will receive a completed evaluation report.**

Any claimed DOA part under warranty will be replaced according to the warranty policy. If a replacement is not available, a credit for the DOA part will be issued after the evaluation has taken place.

Warranty Claims
To place a warranty claim, we must be notified within the stated warranty period. The failed part must be returned to our facility within three (3) business days of notification together with a completed "DOA/Warranty Report" available for download on our website or via email.

A Warranty Evaluation will be performed. All reported warranty parts will receive a completed evaluation report. A valid warranty claim is due to a normal, unremarkable failure of a part.

If the part is found to be in good working condition, damaged due to customer abuse, improper installation, failure to follow correct protocol or other reasons contributing to the failure of the part, **the warranty claim will be denied, and the cost of evaluation will be due and payable by the customer.**

Any part under a valid warranty will be replaced according to the warranty policy. No evaluation charge will be the responsibility of the customer under a valid warranty claim.

If a replacement is not available, a credit for the remaining pro-rated warranty period on the part will be issued.

Return shipments are at the customer's expense. Costs of initial shipment and related expenses are non-refundable.

WARRANTY WILL BE IMMEDIATELY NULL AND VOID IF PART IS TAMPERED WITH, SEAL ON PART IS BROKEN, PART IS OPENED, COMPONENTS REMOVED, REPLACED, OR OTHERWISE ALTERED. WHEN IN DOUBT, ASK IN ADVANCE.