



San Diego Instruments, Inc.

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Service Policy Terms and Conditions

**San Diego Instruments' products carry a warranty as stated in separate warranty documents.
Service is obtained through the following steps and provisions.**

1. RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER

Customers must contact San Diego Instruments, describe the defect or fault, and **obtain a RMA number prior to returning the unit.** All products manufactured by San Diego Instruments which are returned for repair must be properly packaged and sent freight prepaid to the address above or to the following address: 6295 Ferris Square, Ste. A, San Diego, CA 92121. ***Packages must have a Return Merchandise Authorization (RMA) number displayed on the outside of the shipping carton.**

2. DECONTAMINATION

A Decontamination Certification Form must accompany all returned goods (**\$250 charge applies to all systems returned uncleaned/disinfected**).

3. PACKING LIST

Packaging must include a list of the items being returned, the problem with each, your return address and the name and phone number of a person to contact. Please note that POSTOFFICE BOXES ARE NOT ACCEPTABLE AS A RETURN ADDRESS.

4. WARRANTY REPAIRS

All products manufactured by San Diego Instruments that are returned for repair and are currently covered under warranty must be sent freight prepaid. They will be repaired at no charge and returned.

a. **SHIPPING CHARGES** - Upon repair or replacement of equipment under warranty, repaired items will be shipped back to the customer via UPS ground (4-5 business days) to any location in the U.S.A.
For expedited shipment the customer will incur additional charges.

b. **90-DAY WARRANTY ON REPAIRS** - The 90-day warranty covers all labor and parts associated with the problem/components originally repaired. If the initial one-year warranty expires during the 90-day warranty, the repair (not the complete system) will continue to be covered until the expiration of its term.

5. NON-WARRANTY REPAIRS

a. **SYSTEM REPAIRS** - Systems will be billed a flat rate charge of:

Startle Reflex (SR LAB).....	\$440	Place Preference System	\$330
SR LAB System Calibration.....	\$200	Place Preference Control Box.....	\$330
PAS Frame per Frame.....	\$170	PAS Control Box	\$330
EMG Blue Box.....	\$550	EMG Headphones	\$140
Gemini	\$575	Eyeblink (EBC)	\$330
Rotorod.....	\$575	Rotometer	\$330
User Computers.....	\$1,300	Freeze Monitor.....	\$330
Decontamination Charge	\$250	SMART	\$200

Diagnostic Charge

\$200 per item returned and non-repairable. If repaired, diagnostic charge will be waived.

Prices subject to change. Repairable systems subject to San Diego Instruments' discretion. Current pricing as of May 2007

b. **REPLACEMENT ONLY ITEMS** - Non-repairables are primarily components of a system. The malfunctioning component will be replaced and charged according to the current list price. The component should be returned to San Diego Instruments for our service department to evaluate the appropriate matching parts.

- **These items include:** Grid Floors, Shock Grids, Cables (including EMG Yoke Cable), SR Lab Enclosures, SR-LAB Shockers, PC Interface Board, Rotometer Stations, Standardization Units, SMART Remote Switch.

**** Please note that replacement parts may not be available in older systems.**

c. **Other-** All non-flat rate charges will be billed at \$90.00/hour with a minimum of one hour. Increments after the first hour will accrue and be charged by the one half hour.

PAYMENT TERMS - Out-of-warranty repair orders must be charged to a credit card or be covered by a formal purchase order prior to the system being sent.

90-DAY WARRANTY ON REPAIRS - The 90-day warranty covers all labor and parts associated with the problem/components originally repaired.

SHIPPING CHARGES - Repairs must be sent to San Diego Instruments freight prepaid. Return shipping will be added to the repair invoice unless a shipping number is provided.

INTERNATIONAL - For other than warranty service, outside U.S.A., supply shipper number and shipments will be shipped collect. On all outside U.S.A. shipments, supply phone and email information and complete shipping address - be prepared to show original invoice for return shipment.

6. **VOIDING OF WARRANTY** - Customer modifications and/or repairs during the warranty period may void the warranty.

7. **ITEMS NOT COVERED UNDER WARRANTY** - Please note that perishable components, those that wear due to overuse or misuse, will not be covered under warranty. Please contact San Diego Instruments office to clarify your warranty claims.