

## Ordering, Warranty, Service and Trade-Up Policies

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### PRODUCT DEMONSTRATION / TRIAL

We do not have an expensive sales force or distribution/representative network. Instead we offer to provide any piece of equipment on a demonstration basis so you can try it in **your** lab, under **your** experimental conditions. We're also happy to provide samples of any of our electrodes, capillaries or supplies.

Contact our Customer Service department to arrange for samples or a demonstration instrument.

### WARRANTY

All FHC products are unconditionally guaranteed against defects and workmanship for one year from date of shipment as long as they have been exposed to normal and proper use.

During the warranty period, we will pay expedited air shipping charges **both ways** for replacement components or repaired units.

### SERVICE/TECHNICAL SUPPORT

It is our policy to provide our customers with the most comprehensive technical support in the industry. Complete schematics, parts layouts and technical descriptions are provided with each product. Virtually all components used in our designs are available from local electronics distributors. We maintain documentation and still provide service for

every piece of equipment we have ever made, going back almost 25 years. If any questions arise or problems occur, we encourage you to call, FAX or write. We promise to respond promptly and comprehensively to your requirements.

Even though the one year warranty may have expired, please contact our Service Department before attempting any repairs or alterations. Many of these repairs will still be performed at our factory at no charge.

### TRADE-UP POLICY

It is our policy to offer customers trade-up ability as new and/or expanded capabilities for their instruments are announced.

Upgrades for existing equipment are offered at FHC's cost; newly developed options will be available to current users at reduced prices.

Our unique policies insure against obsolescence and provide that once you are a customer, you will have our new technology available to you.

### TO OUR INTERNATIONAL CUSTOMERS:

We are making every effort to reduce the "distance" between us and maximize communications and rapid delivery.

We recognize your needs, and have tailored our policies to respond to you rapidly and efficiently.

1. We are happy to accept purchase orders directly from your institution or you personally by phone, letter or FAX.

or

We can recommend local agents to handle purchasing and importing for you.

2. In most cases, because of rapid air service, FAX, and other means of communication, we can service our equipment most expedi-

tiously at our facilities here in the US rather than depend on local agents. All of our instruments are designed with removable circuit cards; we maintain an inventory of assemblies here for prompt shipment. For equipment under our comprehensive one year warranty described above, we pay air shipping charges both ways for replacement components or repairs. We accept collect calls for any service or installation questions.

3. We have reduced the costs of rapid air shipments by negotiating a substantial discount on Federal Express shipments which we

pass on to you.

4. For countries set up to handle US dollar transactions, we can bill on net 30 day terms.

or

We accept Visa/Mastercard

or

If you send payment with your purchase order, we offer a 5% prepayment discount.

and

We do **not** increase our prices to international customers to cover documentation costs, etc. as most companies do.