



Custom Biogenic Systems Warranty & Return Policy

DEFECTIVE WORKMANSHIP OR MATERIALS:

Custom Biogenic Systems liabilities under warranty shall be limited to correcting or replacing the defective workmanship or materials. A claimant under the warranty must notify Custom Biogenic Systems within ten (10) days after the discovery of the defect and immediately discontinue use of the defective equipment. Custom Biogenic System reserves the right, at their discretion, to correct defect(s) in the field without return to Romeo, Michigan.

The warranty does not cover defects resulting from abusive handling and subsequent structural failure.

DAMAGE OR LOSS IN TRANSIT:

If you receive a shipment in a damaged condition or if you do not receive the correct number of cartons, please follow the instructions below:

- Ensure your Receiving Department personnel sign the carrier waybill indicating the number of cases damaged and/or missing, include a brief description of the damage and take a photograph if possible. If shipping damage is severe, refuse delivery.
- Immediately contact the carrier's local office and report the damage and/or shortage and ask for an inspector to come and prepare a damage report.
- Alert our customer service department: <mailto:techsupport@custombiogenics.com>
- If the shipment was sent FOB Destination, it is the responsibility of Custom Biogenic Systems to issue a claim for damages or shortages and we need your co-operation to effectively do so.
- If the shipment was sent FOB ORIGIN, it is your responsibility to issue a claim and we will be more than pleased to assist you.
- If you do not note damage or shortages on the shipping receipt, you are accepting the items as good. Therefore, it is important to inspect all items before you sign the shipping receipt. ***All items, especially capital equipment, should be thoroughly inspected prior to allowing the truck driver to leave your facility.***

RETURN AUTHORIZATION:

To obtain credit for returned goods a Return Authorization Number must be authorized by Custom Biogenic Systems Customer Service: <mailto:techsupport@custombiogenics.com> Returns must be made within (30) days of receipt of the RA Number. We cannot accept for return any custom order or discontinued items. ***All items approved for return must be in good condition. We reserve the right to inspect them before issuing credit or exchange.*** To ensure credit, you MUST include with each return the Return Authorization Form that we provide

NOTE: ALL RETURNS MAY BE SUBJECT TO A STANDARD 20% RESTOCKING FEE. THESE CHARGES MAY VARY DEPENDING ON THE PARTICULAR CIRCUMSTANCES.

Custom Biogenic Systems
Product Warranty Periods

Effective Date: 07/02/10

<ul style="list-style-type: none"> • CBS Isothermal Liquid Nitrogen Vapor Storage Systems • CBS Standard Liquid Nitrogen Storage Systems 	5 Years Vacuum 2 Years Electronics / Parts
<ul style="list-style-type: none"> • CBS Controlled Rate Freezing System 	1 Year
<ul style="list-style-type: none"> • CBS Cryosystems Value Added Series • CBS Cryosystems Classic Series 	3 Years Cryosystem 1 Year Electronics / Parts
<ul style="list-style-type: none"> • CBS Cryosystems XC Series 	5 Years Cryosystem 1 Year Electronics / Parts
<ul style="list-style-type: none"> • CBS Liquid Nitrogen Supply Tanks 	5 Years Vacuum 90 Days Parts
<ul style="list-style-type: none"> • CBS Laboratory Series Dewars 	5 Years Vacuum
<ul style="list-style-type: none"> • CBS Dry Shipper / Transport Container • CBS Vapor Shipper Series 	3 Years Vacuum
<ul style="list-style-type: none"> • CBS Liquid Level Controllers, Alarms and related accessories 	1 Year Electronics / Parts
<ul style="list-style-type: none"> • Cryogenic Liquid Level Controllers, Level Alarms and Related Products & Accessories 	1 Year
<ul style="list-style-type: none"> • Freezer Racks, Frames, Canisters, Platform Dividers 	Lifetime on Workmanship