



Translume

Advanced Glass Micromachining

Terms and Conditions of Sale

Taxes & Duties

Some countries impose VAT or other excise duties on imported items at Customs. Customers are responsible for payment of this duty.

Refunds & Returns

Standard Products: Those products that are priced and available for sale on Translume's website ("Standard Products") may be returned subject to the following conditions:

- 1) All products must be sealed in their original packaging.
- 2) The customer must first obtain a Return to Manufacturer Authorization ("RMA") number by contacting Translume at 734-528-6371. This RMA number should be printed on the outside of the package being returned.
- 3) Returned items will be subject to a 25% restocking fee. A credit will be given to the Customer for the purchase price, less this restocking fee.
- 4) The Customer will be responsible for any customs charges, taxes or duties incurred in returning the product.
- 5) The Customer is responsible for any transit damage.

Translume does not warrant that microfluidic chips and flow cells are compatible with specific liquids.

Custom Orders: Those products that are not priced and available for sale on Translume's website and have been instead produced on a best efforts basis to the customer's specifications ("Custom Orders") may not be returned for a credit. Customer warrants that they have intellectual property rights to any device they submit to Translume for custom fabrication.

Limited Warranty

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