

DryCal by Mesa Labs Product Warranty Statement



Mesa Labs warrants equipment of its manufacture and bearing its nameplate to be free from defects in workmanship and material. We make no warranty, express or implied, except as set forth herein. Mesa's liability under this warranty extends for a period of one (1) year from the date of product's shipment. Mesa Labs warrants service performed on equipment at our factory for a period of ninety (90) days. During these periods, the warranty is expressly limited to repairing or replacing any device or part returned to the factory and proven defective upon evaluation. These warranty periods will not be extended under any circumstances.

Mesa assumes no liability for consequential damages of any kind. The purchaser, by acceptance of this equipment, shall assume all liability for consequences of its misuse by the purchaser, its employees, or others. This warranty is void if the equipment is not handled, transported, installed, or operated in accordance with our instructions. This warranty is void if any evidence exists that equipment has been opened, including breaking the DryCal warranty seal. If equipment damage occurs during transportation to the purchaser, Mesa must be notified immediately upon arrival of the equipment.

A defective part in the meaning of this warranty shall not, when such part is capable of being repaired or replaced, constitute a reason for considering the complete equipment defective. Warranty repair is separate from our elective recertification service, which includes calibration and associate calibration certificate. Mesa Labs will not provide recertification and related calibration certificate for equipment under warranty unless warranty repair affects calibration or calibration is requested and paid for by the purchaser.

Acknowledgment and approval must be received from Mesa prior to returning parts or equipment for credit. To obtain a Return Material Authorization (RMA), contact csbutler@mesalabs.com with details of the warranty or service claim. Purchaser is responsible for return shipment of equipment to the factory for warranty and non-warranty repairs. Mesa Labs will provide ground shipment to the purchaser for warranty repairs. All shipments from Mesa Labs will be handled by FedEx, unless otherwise requested. If the purchaser elects to use a third party freight forwarder or another shipping carrier, the purchaser is thereby responsible for the shipment.

Mesa Labs periodically makes engineering changes and improvements on instruments of its manufacture. We are under no obligation to retrofit these improvements and/or changes into instruments which have already been purchased.

For refund of new products, equipment must be in a new and unused condition. A restocking fee of 30% of the product's value will be charged for returns after thirty (30) days. Mesa Labs will not accept any returns after ninety (90) days.

No representative of ours has the authority to change or modify this warranty in any respect.