

RETURN POLICY

Finished kits (un-opened) may be returned with Monobind's authorization and issuance of an RMA within 30-days of purchase. Customers should contact customerservice@monobind.com to request RMA and reference sales invoice number, product(s), quantity and lot numbers, as well as reason for return.

Goods should be packed well with the box and/or paperwork clearly marked with the RMA #. Shipment must be made 2nd Day Air or faster, to reduce thermal exposure, paid by the customer and received within 7-days of RMA issuance. Tracking details should be provided to Monobind in advance. Upon receipt and inspection of the goods, a financial credit less a 15% restocking fee will be assessed for all goods accepted by Monobind. For any goods not accepted, Monobind will not issue a credit and customer will be informed of the reason for rejection.

Instruments are final sale only.

WARRANTY POLICY

Finished kits carry a warranty for their shelf life against defective components. In the event of performance issues, complete the [Assay Support Form](#) on Monobind's website. Problems will be troubleshoot and corrected either through proper use training or in the event of non-conforming reagents, replacement of those reagents.

Instruments carry a one-year warranty against defective parts from the date of sale. In the event of performance issues, complete the [Instrument Support Form](#) on Monobind's website. Problems will be troubleshoot and corrected either through proper use training or in the event of non-conforming parts, replacement of those parts free of charge within twelve months from the date of purchase, or after this time for subject to a cost.

Customers may contact Monobind for Technical Support by email techsupport@monobind.com, however the above online forms are recommended as they are designed to collect all the relevant information to resolve cases in the most efficient manner.