

Warranty Information

Limited warranty

Unless otherwise stated, your product is covered by a two (2) years parts and labor limited warranty. It is the owner's responsibility to furnish receipts or invoices for verification of purchase, date, and dealer or distributor. If purchase date cannot be provided, date of manufacture will be used to determine warranty period.

Returning under warranty

Any Product unit or parts returned to Luminex LCE must be packaged in a suitable manner to ensure the protection of such product unit or parts, and such package shall be clearly and prominently marked to indicate that the package contains returned product units or parts. Accompany all returned product units or parts with a written explanation of the alleged problem or malfunction.

Freight

All shipping will be paid by the purchaser. Items under warranty shall have return shipping paid by the manufacturer only in the European Union.

Under no circumstances will freight collect shipments be accepted. Prepaid shipping does not include rush expediting such as air freight. Air freight can be sent customer collect in the European Union.

Warranty is void if the product is misused, damaged, modified in any way, or for unauthorized repairs or parts.

Registration

Use your favorite web browser, and visit <http://www.luminex.be/support.php?show=registration> to register your product online.

By registering, you become eligible to receive the following:

- Technical support information
- Software update and upgrade notices
- Hardware warranty information