

General Conditions of Repair and Sale

1. Description

The illustrations and specifications contained in catalogues, brochures or prices are for guidance only and may be subject to change.

We reserve the right to modify our products to adapt them to the improvements developed by our services or suppliers. The designs, quotes and reports are the property of Teknokroma Analítica SA and cannot be disclosed to third parties without prior authorization from the company.

Uses:

All equipment, products and reagents have been designed for laboratory use. We decline any responsibility in the event that these supplies are used improperly and/or differently from the use for which they were designed. Users are solely responsible for the handling and experimentation of the equipment and must ensure that such use complies with legal regulations, especially with regard to personal safety, hygiene, occupational safety and accident prevention.

In the case of the sale of medical devices, the customer is responsible for maintaining the traceability and correct storage conditions of these products until their final use according to the EU Regulation 2017/746, established for the management of IVD medical devices.

2. Ordering information

When placing an order, please use our product reference, the description and quantity required, your order number and the reference person. In case of delivery error due to customer error, we reject any responsibility; return charges will be borne by the buyer.

Our prices are net, not including taxes and handling and transport costs for orders over 300 €. In case of orders with an amount lower than 300 €, a handling and transport charge will be included, depending on the delivery point of the goods.

In the case of special transport for reagents, urgent transport or transport on pallets, management and transport costs will be applied accordingly, regardless of the value of the order.

3. Delivery times

The delivery times indicated in our quotations, pro-forma invoices or order confirmations are given in good faith but do not constitute a commitment.

Any penalty for delay is excluded.

4. Payment

Payment for purchases is set at 30 days from the date of invoice. For new customers, occasional customers or customers who do not have an account in our records, we require payment in advance of the proforma and attach this payment with the order.

Any delay in payment may give rise to the collection of penalties for delay, the amount of which shall be at least 1.5 times the legal interest rate in force at the time of the delay in payment.

For export, all payments shall be made by irrevocable and confirmed documentary credit.

5. Returns

Teknokroma Analítica SA only accepts returns that have been authorized by our staff and provided that they are made 15 days after receipt of the goods. A Return Code will be provided at the time of requesting a return. In the case of materials incorrectly requested by the customer, Teknokroma Analítica SA reserves the right to accept or not the return, depending on the characteristics of the product and its rotation level.

In those cases in which our supplier accepts the return, we will be obliged to charge a penalty of 20% of the amount of the product for storage costs. Returns must always be sent carriage paid to our central warehouse in Sant Cugat del Vallès (Barcelona) with the only exception of cases where the error is attributable to Teknokroma Analítica SA, in which case the goods may be sent carriage forward.

6. Guarantee

All instruments supplied by Teknokroma Analítica SA have a 1 year warranty period from the date of invoice covering parts and labor in our facilities. Transportation or travel expenses will be charged to the buyer.

7. Repairs out of warranty

After the guarantee period, our SAT (Technical Assistance Service) can intervene on site or repair in its workshops any instrument in our portfolio, by receiving an order number from the customer authorizing it. Any replaced part is guaranteed for 6 months (labour and travel excluded)

A quotation will be submitted to the customer, after inspection of the problem, and before the repair is carried out. In case of acceptance the inspection will be free of charge. In case of rejection of the estimate, a fixed amount will be invoiced to cover the costs of the inspection and/or travel if any.

The sending of an instrument for repair or calibration will require a previous authorization from the department that will give a SAT number that must be informed in the instrument's shipping box for its follow up.

8. Ownership Clause

Teknokroma Analítica S.A. reserves the ownership of the goods delivered until the delivery has been completed.