

Warranty Information

We at Physics Enterprises want you to enjoy using our products. To this end we encourage you to return any product with which you are not completely satisfied, we warranty our equipment, and we will service or replace equipment found to be faulty. See the details below.

Satisfaction Guarantee

If one of our products does not meet your needs, you may return it within the first 30 days for a full refund by following the Equipment Return policy below. After the first 30 days a 10% restocking fee may be charged.

Warranty

Our products carry a 5-year limited warranty. This warrants the product for 5 years against defects in material or workmanship. The warranty does not cover products that have been subjected to abuse, neglect, accident, improper application, a use other than education, or those that have been modified by the customer. You should contact us directly any time that a product repair is required, and we will help you resolve the problem. Should the product need to be returned for repair, follow the Equipment Return policy below.

Equipment Returns

A Return Merchandise Authorization is required for any product return. Obtain the RMA by contacting Physics Enterprises by mail, email, or phone. All returns must be shipped prepaid. Physics Enterprises will pay for shipping repaired products back to you. Products returned for credit or exchange must be in new condition and in their original packaging.

Product Usage

Our products are intended to be used in education. These products are not intended for use in professional research, medical monitoring, industrial control, or other similar applications. Physics Enterprises will not be held responsible for such use and such use will void the warranty.