

## Return Policy

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 90 days for a full refund. After the first 90 days a 10% restocking fee will be charged.

### **Warranties**

Our products carry a 5-year limited warranty on mechanical parts and 1-year limited warranty on electrical parts of the product. This warrants the product 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 Return**

A Return Merchandise Authorization is required for any product return. Obtain the RMA by contacting Physics Enterprises by mail, email, or phone. Products returned for credit or exchange must be in new condition and in their original packaging.

If the product is returned for repair within the first 90 days, customers are entitled to free shipping and handling. If the product is returned for repair after the first 90 days but still within the warranty period, the return must be shipped prepaid and Physics Enterprises will pay for shipping repaired products back to you. If the product is returned for repair after the warranty period, the customer is responsible for the shipping charges.

### **Reseller Policies**

If you purchased our product through one of our distributors, please contact this specific reseller for information on return policy.

### **Product Usage**

Our products are designed for educational use only. These products are not intended for use in professional research or any industrial or commercial process. Physics Enterprises will not be held responsible for such use and such use will void the warranty.

### **Contact and Shipping Information:**

A.U. Physics Enterprises  
4260 Administration Dr.  
Berrien Springs MI 49104

Phone: 269-471-3503  
Email: [aupe@andrews.edu](mailto:aupe@andrews.edu)