



## **Return, Refund and Exchange Policy**

- No Returns
- No Refunds
- Products approved for exchange must be returned within 10 days.
- Any shipping errors to customer should be reported within seven days of receipt of goods.
- Any quality issues must be reported within 30 days of receipt of goods.
- Where spoilage or damage occurs in transit, customer should advise Customer Service in detail and request instructions.

## **Warranty Coverage**

New Autoprep or Miniprep warranted for 1 year from date of purchase. All units must register within the first 60 days of ownership to end user to be eligible for coverage.

Refurbished units warranted for 90 days.

All repairs warranted for 90 days.

## **Conditions and Terms of Sale**

All products listed in this schedule are warranted to be exactly as specified on the label or MSDS and to be of acceptable quality at the time of shipment. No product with expiration dates of less than 6 months will be shipped without customer approval. Typical expiration times are as follows: Wright Stain Products 2 years.

These products are not intended for internal or external use in humans or animals; these products are for IN VITRO diagnostic use only.

- Orders are subject to acceptance by Sedona Lab Products.
- Visa and Mastercard accepted for select accounts.
- Net balance is due within 30 days of billing to qualified accounts, no exceptions.
- Minimum order is \$100.
- Prices are subject to change without notice.
- All International orders or drop ship to a non-domestic site are prepaid only, no Credit Cards.
- Domestic orders over \$1000.00 may be subject to a deposit or prepayment.
  
- All orders shipped within 48 hours, all Stain products ground ship only.
- Contact Customer Service for Standing Order information and Discounts
- Transportation charges are prepaid and added to the customer's invoice, unless other arrangements are made. All orders F.O.B. Sedona, AZ.

Our Complete catalog featuring more Hematology items, Protocols for all automated dip stainers, MSDS, product brochures & descriptions, and dealer pricing are available online at

**[www.SedonaLab.com](http://www.SedonaLab.com)**

Sedona Lab Products  
2370 West Hwy. 89A, Suite 11-507  
Sedona, AZ 86336  
1 (800) 851-9844

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## Warranty Coverage (Specific terms and conditions) for Autoprep and Miniprep:

- New units warranted for 1 year from date of purchase by end user.
- Refurbished units warranted for 90 days.
- All units must register within the first 60 days of ownership by end user to be eligible for coverage. Registration is by fax or email only.
- We will evaluate each unit and decide on repair or replacement.
- A return tag for all registered units will be issued via email within first 60 days.
- After 60 days, end user must send unit to Sedona Lab Products for evaluation, repair or possible replacement.

### In Addition:

- All repairs warranted for 90 days.
- All units not registered within 60 days of purchase using the registration form found here, with the unit, or on the Website will be excluded from warranty coverage.
- Sedona Lab Products will make the final determination as to repair or replace all units.
- Sedona Lab Products reserves the right to modify this agreement at anytime, and cancel warranty coverage for any units subject to abuse.

## **Attention New User:**

Thank you for purchasing the newly designed Autoprep™ Smear Prep Station, MiniprepPlus™ Smear Prep Station or the refurbished Miniprep™ Smear Prep Station. Please take a few moments to familiarize yourself and your staff with the safe and effective operation of this product, by reading the manual and especially the addendum on the new spreaders enclosed with this unit. A few notes:

- Please read the manual and any addendums prior to operation and use!
- The lateral (Left to right) setting of the New Plastic spreaders is critical for consistent quality smears!
- General Packing list:
  - Autoprep™ Unit
  - Extra set of glass blades
  - Extra “O” rings
  - Product Manual with any addendum’s and Marketing Materials
  - Any optional equipment you have purchased
- Your unit has a one-year warranty! Keep your box and packaging for future use.
- Ship To: Sedona Lab Products, 2370 West Highway 89A, Suite 11-507 Sedona, AZ 86336 for repairs / warranty work. Mail only to: Sedona Lab Products, P.O. Box 4627, Sedona, AZ 86340.

**Please register:** Please fax this document to 800-851-9844

Name:

Title:

Institution and address:

Phone:

Fax:

Email:

Thank you for your interest in our products.

Please contact us at 800-851-9844 Voice and Fax for any comments or suggestions.

Sincerely,

Ben Geddy  
Sedona Lab Products  
Info@SedonaLAB.com