Return/Refund Policy
We only accept returns of unused items that have been delivered damaged or discolored. We do not accept returns of:

- Any products returned more than 10 days after delivery;
- Any products that have been used;
- Any products that do not have a proof of purchase.

Warranty
By this limited warranty, Kyoto Kagaku America Inc. warrants to the original purchaser the product to be free from defects in materials and workmanship during normal use for a period of one (1) year from the date of the original purchase.

If during this period of warranty the product proves defective due to improper materials or workmanship, Kyoto Kagaku America will, at its discretion, repair or replace the product or its defective parts without charge for labor or parts, upon the terms and conditions set forth below.

This warranty will not cover the replacement of consumable parts after use.

Conditions

1. This warranty will be granted only when the original invoice or sales receipt (indicating the date of purchase, product type and distributor's name) is presented together with the defective product. Kyoto Kagaku America reserves the right to refuse free-of-charge warranty service if the above document cannot be presented or the information contained in it is incomprehensible or illegible.

2. This warranty will not cover the damage resulting from adaptations or adjustments which may be made to the product without the prior written consent of Kyoto Kagaku America.

3. This warranty will not apply if the lot or serial number on the product has been altered, deleted, removed or made illegible.

4. This warranty covers none of the following:
   - Necessary maintenance and repair or replacement of parts due to normal wear and tear;
   - Any adaptation or changes to upgrade the product from its normal purpose as described in the Instruction for Use, without the prior written consent of Kyoto Kagaku America;
   - Transport costs and all risks of transport relating directly or indirectly to the warranty of the product;
   - Batteries, electrodes, clothing, fuses, normal wear and tear, staining, discoloration or other cosmetic irregularity which does not impede or degrade product performance;
   - Damage resulting from:
     - Misuse, including but not limited to failure to use the product for its intended use or in accordance with Kyoto Kagaku America instructions on the proper use and maintenance;
     - Repair done by non-authorized Service Representative or distributor, or the customer himself;
     - Accidents, lightning, water, fire, improper ventilation or any cause beyond the control of Kyoto Kagaku America;
     - Defects of the system into which this product is incorporated.
This warranty does not affect the customer's statutory rights under applicable national laws in force distributor arising from their sales/purchase contact.
This limited warranty is the sole and exclusive remedy, offered in lieu of all other warranties, expressed or implied. Kyoto Kagaku America will not be liable for any indirect, incidental, contingent, or consequential damages arising from use of this product.
Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.