



GENERAL INFORMATION

HOW TO CONTACT US

For Customer Service/Technical Service contact us at:
Phone: 563-556-2241 or 800-553-0039
Fax: 563-589-0516
E-mail: mkt@barnstead.com
Web Site: www.barnstead.com

HOW TO ORDER

Contact us for information on how to order our products from one of the many authorized Barnstead International dealers located throughout the U.S.A. and world. Our dealers are ready to assist in your selections, provide product delivery, and offer professional, courteous service after the sale. Use our toll-free telephone number 800-553-0039 to contact our Customer Service Department. To expedite your order, always specify the exact model number, word description, voltage and size.

MINIMUM BILLING

The minimum billing is \$25.00 for domestic orders. Orders under \$25.00 are subject of a \$5.00 service charge.

TERMS AND CONDITIONS

Company terms are net 30 days to all customers with established credit. All shipments will be F.O.B. Dubuque, Iowa, U.S.A. Prepaid and C.O.D. orders will also be honored. MASTERCARD and VISA accepted.

PRICES

All prices listed are effective at the time of publication and are subject to change without notice.

DESIGN AND SPECIFICATIONS

Due to improvements in design and/or performance, some items may differ slightly from catalog description and photography.

RETURN/REPAIR INQUIRIES

Before returning any product, please contact the Customer Service Department to obtain a "Return Goods Authorization (RGA) Number." The RGA number should then appear on the outside of the return package. This will avoid processing delays.

INTERNATIONAL

Barnstead International is fully staffed with personnel fluent in several languages. To place your order, telephone, fax or address the purchase order to:

Barnstead International
International
P.O. Box 797

Dubuque, Iowa 52004-0797 U.S.A.

Telephone: 563-556-2241 - *Ask for International Sales*
Fax: 563-589-0530

O.E.M. SALES

In addition to our standard products, Barnstead International is dedicated to serving all markets through our OEM custom products group. Our products can be custom designed for customers wishing to utilize our products on an OEM (Original Equipment Manufacturer) or private brand basis.

Barnstead OEM products are used in areas such as combinatorial chemistry, diagnostic test kits, water chiller systems, antibiotic residue milk research, EIA procedures, and many other unique applications. Standard products can be customized or a technology incorporated from one of these products, specially made for you. Please fill out the Barnstead OEM Product Application found at the end of this catalog. Contact our OEM Department directly

WARRANTY

The warranty period shall commence either six (6) months following the date the product is sold by Barnstead International or on the date it is purchased by the original retail consumer, whichever date occurs first. All warranty inspections and repairs must be performed by and parts obtained from an authorized Barnstead International dealer or Barnstead International. Barnstead International's sole obligation with respect to its product shall be to repair or (at its own discretion) replace the product. Under no circumstances shall it be liable for incidental or consequential damage. The warranty stated in the operation manual is the sole warranty applicable to Barnstead International products. Barnstead International expressly disclaims any and all other warranties, expressed or implied, including warranties of merchantability or fitness for use. Transportation costs to Barnstead are not included in this warranty.