

# Mail-in PM and Verification Services Order Form

Tech Support 800-4-Rainin (800-472-4646) [RaininService.com](http://RaininService.com)

## Step 1 Service Plans

### Performance Maintenance

Product Description: PM Only

Service	Order No.	Price	Quantity
Single Channel	17800017	<b>\$ 25.00</b>	
Multichannel	17800053	<b>\$ 36.00</b>	

### Performance Maintenance Plus

Product Description: PM, 1 High, 3 Low AR

Service	Order No.	Price	Quantity
Single Channel	17800030	<b>\$ 35.00</b>	
Multichannel	17800065	<b>\$ 50.00</b>	

**Warranty:** One year on parts and labor.

**Additional Charges:** Incoming pipettes that fail functional inspection (i.e., corroded or pitted pistons, broken micrometers, etc.) can be repaired for an additional charge under Standard Calibration Plan A service plus parts. Additional parts are replaced at cost.

Prices above are based on rates when this form was created. Prices are subject to change without prior notice. See Terms and Conditions.

- I need an estimate
- I need an estimate only if additional repairs are needed (see Terms & Conditions)
- E4 XLS/E4 XLS+ pipettes: Do not update system software (see Terms & Conditions)

## Step 2 Service Reminder

Service Interval	Send Reminder to
<input type="checkbox"/> 3 Months <input type="checkbox"/> Annual	<input type="checkbox"/> Email <input type="checkbox"/> Bill to Address
<input type="checkbox"/> 6 Months <input type="checkbox"/> Other: _____	<input type="checkbox"/> Ship to Address <input type="checkbox"/> Other: _____

## Step 3 Optional Services

	Price (each)
<input type="checkbox"/> DNA decontamination	<b>\$ 14.00</b>
<input type="checkbox"/> RNase-off decontamination	<b>\$ 15.00</b>
<input type="checkbox"/> Both DNA and RNase-off decontamination	<b>\$ 21.60</b>
<input type="checkbox"/> 24 hour rush service (must pre-schedule, see Terms & Conditions)	<b>\$ 13.00</b>

## Step 4 Billing

Company	
Cardholder Name	
Address 1	
Address 2	
Address 3	
City, State, ZIP	

Credit card information will be destroyed after processing.

## Step 5 Payment Method

- Visa     Amex     MasterCard     Purchase Order (please attach)

Credit Card or PO No.

Credit Card Expiration    Your Reference Number (optional)

Month:    Year:

Rainin Use Only    Promo Code

## Step 6 Shipping

Contact Name	
Phone Number	
Email	

- Shipping address same as Billing address

Organization	
Address 1	
Address 2	
Address 3	
City, State, ZIP	

By submitting this service request I agree to the Mettler Toledo Standard Terms and Conditions of Sale, which can be accessed at [www.mt.com/legal](http://www.mt.com/legal) and are incorporated herein by reference.

I certify that all my pipettes are free of biological, chemical and radiological contaminants. Orders without payment information will NOT be processed.

## Step 7 Service Centers

7500 Edgewater Drive, Oakland, CA 94621  
 150 Wells Avenue, Newton, MA 02459  
 5955 Mira Mesa Boulevard, Suite A, San Diego, CA 92121  
 200 Rittenhouse Circle East, Unit 2, Bristol, PA 19007

### Special Instructions:

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# Mail-in PM and Verification Services Order Form

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## Mail-in PM and Verification Services Terms and Conditions

The following terms and conditions apply to all pipettes submitted to Mettler-Toledo Rainin, LLC (Rainin) for service. By submitting this form, the customer (Buyer) agrees to all terms and conditions outlined in this form.

### 1. Preventive Maintenance

For Rainin and Gilson single and multichannel pipettes, seals, o-rings and shafts are included at no additional cost. Seals are replaced every visit and shafts and o-rings are replaced on an as needed basis. For non-Rainin/Gilson single channel pipettes the sealing system will be inspected, cleaned, re-greased, and o-rings replaced as required at no additional cost if parts are available. Non-Rainin/Gilson multichannel pipettes will be inspected, cleaned, re-greased if necessary and o-rings replaced when needed at no additional cost if parts are available.

### 2. Parts and Repairs

Rainin uses new or rebuilt parts, which in Rainin's reasonable judgment, are of equal performance and quality to new parts. Customer will be billed for repairs that exceed \$50 in value per pipette (parts and/or labor). Rainin will perform all necessary repairs up to \$100 per pipette, unless customer requires an estimate for repairs. In the event repair charges are expected to exceed \$100 per pipette Rainin will contact the customer prior to proceeding further with the repair. Repair estimates might impact the standard in-lab turnaround time. Repairs due to customer negligence (e.g. corroded pistons) are excluded from coverage.

### 3. In-lab Turnaround Time

Standard lab turnaround time is two (2) business days upon receipt of merchandise before 12:30 p.m. by our calibration lab. Orders requiring multi-ALL calibration and orders over 25 pipettes, subject to three (3) business days turnaround time. Twenty-four (24) hour rush service and weekend service are available only with advanced notice and entails an extra fee. Please contact us at 800-662-7027 prior to submitting your order. In-lab turnaround times are not a guarantee and not subject to liability claims.

### 4. Pricing Policy & Payment Terms

(a) All prices are subject to change without prior notice. Customers are billed the effective current rate once the service has been performed. For pre-negotiated prices and discounts, a copy of the sales quote, plus the account number or contract number must be supplied by the customer at the time the order is placed.

(b) Payment shall be made by Buyer to Seller in U.S. Dollars. All prices are exclusive of taxes, whether in the country where the Buyer is located or any other country, now or hereafter imposed with respect to the transactions contemplated hereunder, which such taxes shall be the responsibility of Buyer (with the exception of income taxes or other taxes imposed upon the Seller that are measured by the gross or net income of Seller). If paid or required to be paid by Seller, the amount thereof shall be added to and become a part of the amounts payable by Buyer hereunder. All amounts due and payable with respect to the services shall be paid in full within thirty (30) days after the date of the invoice. No part of any amount payable to Seller hereunder may be reduced due to any counterclaim, set-off, adjustment or other right which Buyer might have against Seller, any other party or otherwise.

### 5. Biohazard and Radioactive Contaminants

All pipettes submitted for service MUST be free of all hazardous substances including biological, chemical and radiological substances. Rainin reserves the right to delay or refuse service for pipettes suspect of hazardous contaminants. Customer agrees to pay all shipping and handling charges for the return of contaminated pipettes.

### 6. Shipping

Rainin offers customers free overnight shipping to and from our service centers in the 50 states via a Return Kit or a Prepaid Return Label. Return kits and prepaid labels can be requested online or by phone. Return kits are typically processed next business day and shipped overnight. Return kits are free of charge for orders of 4 or more pipettes. For orders of 3 or fewer there is a \$10 fee. Prepaid return labels can be generated instantly online. Prepaid return label requests to technical support are typically provided within 1 business day. Once Rainin completes the work, orders are returned to the customer typically next business-day. Actual delivery time varies depending on freight carrier performance. Response times are not guaranteed.

### 7. Limited Warranty and Limitation of Liability.

(a) Rainin warrants that services will be performed in a workmanlike manner in conformity with standard industry practice. Should any nonconformity be detected within one (1) year after the work is completed and prompt notification is made by Customer in writing to Rainin, Rainin will supply the necessary service, direction or consultation to correct the nonconformity. All claims must be made in writing to Seller. Any claims not made within the period specified above shall be deemed waived and released.

(b) THE PROVISIONS OF THE FOREGOING WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL (INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT). SELLER'S LIABILITY ARISING OUT OF THE MANUFACTURE, SALE OR SUPPLYING OF A PRODUCT OR ITS USE OR DISPOSITION, WHETHER BASED UPON WARRANTY, CONTRACT, TORT OR OTHERWISE, SHALL NOT FOR ANY REASONS EXCEED THE AGGREGATE PURCHASE PRICE PAID BY BUYER FOR SUCH PRODUCT. IN NO EVENT SHALL SELLER BE LIABLE TO BUYER OR ANY OTHER PERSON OR ENTITY FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, LOSS OF DATA OR LOSS OF USE) ARISING OUT OF THE MANUFACTURE, SALE, SUPPLY, USE, MARKETING, RESALE OR OPERATION OF THE MERCHANDISE, EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES.

### 8. Cancellation of Service

All cancellations must take place before pipettes are delivered to Mettler-Toledo Rainin, LLC by carrier. Customer agrees to pay for all shipping and packaging expenses of cancelled orders.

### 9. Software Updates and Upgrades

Updates are defined as software or firmware, which corrects or improves current product functionality. Unless otherwise directed, Rainin will update system software free of charge during service, which may reset the pipette to original factory settings. Regulated labs that specify software version numbers in SOPs or other documentation can request that their system software not be updated.

Upgrades are defined as software or firmware, which give the product new capabilities. Software/firmware upgrades are optional and typically fee based. Unless requested and purchased, Rainin will NOT upgrade system software/firmware during service.

