

INSTRUMENT WARRANTY POLICY

Instruments carry a **one-year warranty** against defective parts from the date of sale. In the event of performance issues, complete the [Instrument Support Form](#) on the Monobind website.

Problems will be troubleshot and corrected remotely through proper-use training, or in the case of non-conforming parts, the replacement of those parts (free of charge) which will be included with an upcoming consignment (pending or future order) from Monobind, *if the problem is reported within twelve months of the date of purchase*. After this time, replacements may be provided subject to the cost of the instrument or spare part. Any direct shipment of replacement parts will be at a cost of the customer.

Customers may email Monobind for Technical Support at techsupport@monobind.com; however, the online forms are recommended as they are designed to collect all relevant information for efficient resolution.

RMA & Return Costs

An RMA may be issued for defective part(s) or the complete instrument, in which the customer bears all costs associated with the return, including freight, shipping, customs-entry duties, and related charges. Monobind does not cover these costs under its warranty policy.

Please note no instruments or parts may be returned to Monobind without an RMA or its authorization.

