

Hokanson Policies



Warranty

- Hokanson electronic instruments carry a five year warranty. Instruments are warranted against defects in parts, workmanship and performance for a period of five years from the date of delivery provided that they have not been abused or repaired by an unauthorized person.
- Durable blood pressure cuffs are warranted for two years.
- Transducers, strain gauges, and accessories are warranted for one year.
- Batteries are excluded from this warranty.
- Repair is free of charge when the instrument is returned prepaid. Return shipment will be made at our expense in a manner similar to your shipment to us. If for any reason we are unable to repair your instrument within three working days we will provide a free loaner instrument at our expense.

Service Policy

Hokanson will service any instrument we have ever manufactured, regardless of the manufacture date.

Rental and loaner instruments are available to the customer under the following conditions:

1. If repair takes more than three working days, we will furnish a free rental instrument (loaner) at our expense. Freight charges will be the responsibility of D. E. Hokanson, Inc.
2. If the instrument is within the warranty period and the customer requires a rental instrument to continue lab operations during equipment repair, a loaner will be provided free of charge, but air freight charges will be the responsibility of the customer.
3. After the warranty period, if the customer requires a rental instrument to continue lab operations during equipment repair, standard charges are 10% of the instrument's value per month, plus all air freight charges. Minimum rental is one month.

Terms

Payment terms are net 30 days on approval of credit. Hokanson customers can also pay for orders with Visa, MasterCard, American Express, prepayment check, wire transfer, or orders can be shipped C.O.D. in the U.S. Past due bills will have 1.5% per month added. All prices quoted are F.O.B. Bellevue, Washington, U.S.A.

Items must be returned within 30 days of delivery for credit and will be subject to a 10% restocking fee. Please notify Hokanson prior to returning any items for repair or replacement.

Minimum order is \$30.00.