



Light is vision.

Volpi Service and Support

Need help with a Volpi Product?

For Personalized Customer Service and Technical Support:

1-800-68-VOLPI
(1-800-688-6574)

This will provide access to:

- Inside sales support
- Quality assurance
- Quick repair turnaround
- Microscopy illumination products in stock
- Short delivery on prototypes

If we can't help you with your difficulty over the phone, we will immediately ship a comparable replacement unit for your use while we service your unit.

Please Note:

An RMA (Return Material Authorization) must be obtained prior to returning items for service and repair.

All orders subject to our acceptance and ability to ship. We reserve the right to set special minimums and/or premiums or to refuse orders for unusual configurations and sizes.

Prices subject to change without notice. Orders will be billed at prices in effect on the date of order.

By using this website, you agree that the exclusions and limitations of liability set out in this website disclaimer are reasonable. This would include any third party financial institution add-on's for costs that are unforeseen.

» [Shipping Information](#)

» [Returning Merchandise](#)

» [Cancellations / Changes](#)

» [Warranties](#)

Shipping Information



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Volpi Manufacturing USA Co., Inc. exercises the utmost care in packaging to avoid damage. Our responsibility for arrival of merchandise in good condition is limited to F.O.B. point. Thereafter, carriers are responsible for loss or damage in transit. Claims for damage, both visual and concealed, or shortages should be reported to carrier within 10 days after receipt of merchandise.

Unless specific routing is indicated on customer's order, Volpi Manufacturing USA Co., Inc. will determine route of shipment.

Returning Merchandise

RETURN OF MERCHANDISE OF STANDARD PRODUCTS – A RETURN MATERIAL AUTHORIZATION (RMA#):

No merchandise shall be returned without written authorization from Volpi Manufacturing USA Co., Inc. Where merchandise is received and accepted for credit, a minimum restocking charge of 15% up to 40% shall be charged, depending on the condition, age and saleability of the merchandise. All authorized returns are to be shipped prepaid. Unauthorized returns will be refused and returned to shipper at his expense. Special orders are not subject to return.

Cancelleds and Changes

Can only be accepted if order is not in actual production. Claims will not be allowed after 10 days from receipt of material. Liability for loss or damage is limited to the purchase price of the item involved.

Warranties

VOLPI MANUFACTURING USA CO., INC. warrants standard products, for a period of 1 year from date of purchase, and that non-standard products will meet documented specifications and be of merchantable quality. The original customer's exclusive remedy, in the event of a manufacturing defect, is limited to a correction of a defect by a repair, replacement, or refund of the purchase price, at VOLPI MANUFACTURING USA COMPANY'S election and sole expense.

VOLPI MANUFACTURING USA CO., INC. has no obligation to replace or repair expendable items, EXCEPT, as provided herein.

VOLPI MANUFACTURING USA CO., INC. MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, THE EXPRESSED OBLIGATION, OR IN LIEU OF ALL LIABILITIES, OBLIGATIONS OF, VOLPI



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MANUFACTURING USA COMPANY, INC. FOR DAMAGES INCLUDING, BUT NOT LIMITED TO, GENERAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OCCURRING OUT OF, OR IN CONNECTION WITH, THE DELIVERY, USE OR PERFORMANCE, OF THE MATERIALS SHIPPED.