



DexTemp™ Warranty/Return Policy

Dexter Research Center, Inc. warrants that the DexTemp™ 1000 (“Product”) will be free from failure due to defects in materials and workmanship under normal use and service and will conform to the standard written specifications of the Product for a period of ninety (90) days. If, during those 90 days, you determine that the Product does not materially conform, please follow the return process listed below. Dexter will either repair the Product, replace the Product, provide you with a workaround to avoid Software nonconformance, or refund the purchase price for the Product.

- Return Product to point of purchase for Warranty processing.

- If purchased directly through Dexter Research Center, Inc., contact customer service at Dexter Research Center, Inc., at (734) 426-3921 to request an RMA number and a prepaid shipping label for Product return. Once the Product is received by Dexter Research Center, Inc., a review of the Product will take place to determine if the Product has been damaged. If no damage to the Product has been detected, Dexter Research Center, Inc. will contact you and will either repair the Product, replace the Product, provide you with a workaround to avoid Software nonconformance, or refund the purchase price for the Product.