

C S BIO SALES TERMS & CONDITIONS

By using from this site, you signify your agreement to these Terms and Conditions in their entirety. If you do not agree to these Terms and Conditions, do not use this site.

QUALITY & RETURNS

Customers who receive C S Bio products should inspect all packaging and items immediately upon receipt. It is the customer's responsibility to report any claims of damage, defect, or shortage via email or fax within 1 business day. If a C S Bio product does not perform as indicated on our Certificate of Analysis, please report this to our technical team thru info@csbiochina.com within 3 months of the delivery date. In order to obtain full refund of the product, customer must submit a troubleshooting form found on our technical page. C S Bio's scientific support team will examine your protocol details to determine whether the problem is protocol or product related. If deemed protocol related, our team will suggest recommendations. Customer must provide us with an image that shows that their results did not work with our recommendations. If deemed product related, a full refund or replacement will be provided within 30 business days. All products sold are non-returnable and only subjected to refund or replacement.

PRODUCT SALES AND DELIVERY

All orders are subject to availability. Every conjugated antibody is freshly made and will take two weeks for the customer to receive delivery. Product prices on C S Bio's website do not include tax and shipping charges. Product price and description are subjected to change without any notice. C S Bio shall not be liable of any errors regarding information on its website. C S Bio values customer privacy, and will be responsible for keeping all customer information confidential and private.

ORDER CHANGES AND CANCELLATION

Orders arising hereunder may be changed or amended only by written agreement signed by both Purchaser and C S Bio, setting forth the particular changes to be made and the effect, if any, of such changes on the price and time of delivery. Purchaser may cancel an Order only by providing actual notice to C S Bio prior to the start of product production. Cancellation of an Order during product production shall result in a charge of thirty-five (35) percent of the cost of the original Order. Upon completion of product production for an individual product no cancellation of an Order shall be allowed.

PRODUCT WARRANTY & LIMITATIONS

C S Bio products are solely for research purpose and are not for diagnostic, therapeutic, or other purposes. All products sold have passed quality tests prior to shipment. C S Bio makes no warranty of any kind with regard to its products, including but not limited to, the implied warranties of merchantabilities and fitness for a particular purpose. C S Bio's responsibilities

shall be limited to replacement or refund of any defective products. Any customer using a C S Bio product contrary to these or other terms shall hold C S Bio harmless and indemnify it for any cost incurred from claims arising from such misuse. C S Bio will not be held accountable for any professional advice offered, including any guidance from our staff and/or the misuse of the applications attribute.

GOVERNING LAW

This term shall be governed by laws of the People Republic of China