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Product Warranty

Open Source Instruments Inc. provides the following warranties. The first day of a device's warranty is the day it is delivered to its original purchaser. The warranty is carried by the device itself, not by the original purchaser of the product. The serial number of the device, and proof of possession of the device, is sufficient evidence for an owner to claim the warranty.

Hardware Warranty (Non-Implanted Devices): We warranty our electronics, cables, enclosures, fixtures, and all other non-implanted devices against manufacturing defect or malfunction during normal use for five years after delivery to the owner. To make a claim on our warranty, the owner of the non-implanted device must write to us at info@opensourceinstruments.com and describe the alleged defect or malfunction. We will diagnose the defect or malfunction by e-mail, telephone, and video conference, as necessary. If we determine that the device is defective or malfunctioning, we will ship a replacement immediately to the owner at our own expense, and await the return of the defective or malfunctioning device at the owner's expense.

Hardware Warranty (Implanted Devices): We warranty our implanted devices, these being all devices that are implanted beneath the skin of an animal or mounted upon the exterior of an animal, against manufacturing defect or failure due to corrosion for one year after delivery to the owner. To make a claim on this warranty, the owner of the implantable device must write to us at info@opensourceinstruments.com and describe the alleged defect or failure. We will diagnose the defect or failure by e-mail,

telephone, and video conference, as necessary. If we determine that the implantable device is defective, or has failed prematurely because of corrosion, we will ship a replacement device to the owner at our own expense within four weeks, and await the return of the defective or malfunctioning device at the owner's expense. The guaranteed battery life of our implantable devices is 90% of the typical battery life we specify on our website. The owner of an implantable device is responsible for making sure that it is switched off when not in use.

Software Warranty: Our data acquisition and analysis software is free, and carries absolutely no warranty.

Firmware Warranty: Our logic programming source code is free, and carries absolutely no warranty.

Design Warranty: Our circuit designs and mechanical drawings are free, and carry absolutely no warranty.