

Product Limited Warranty Photonics Products

Products Included in this Warranty: X-Ray Crystals, Garnet Substrates and Sapphire Crystals

All Saint-Gobain Crystals products are manufactured from high quality crystal material and processed to obtain the best possible performance.

WARRANTY COVERAGE

Saint-Gobain Crystals (“Saint-Gobain”) will repair or replace, at no charge, any product which fails within a period of **one (1) year from the original date of shipment** as a result of faulty construction.

Some products, such as X-ray crystals, designed for specific applications where severe exposure to X-rays or environmental conditions may be encountered, carry a specific warranty. Please contact sales/customer service for further explanation of warranties.

EXCLUSIONS

This warranty does not apply to any product which fails as a result of abuse or exposure to a non-laboratory environment. This warranty does not apply to normal wear, tear, and degradation due to effects of aging. This warranty does not provide coverage if the product has been modified or altered without Saint-Gobain’s express written approval or if the product fails as a result of mishandling, abuse or accident.

LIMITATIONS OF LIABILITY AND EXCLUSIVE WARRANTY

This warranty provides coverage to the original purchaser of the product only and only to product with known lot numbers. In the event of a repair or replacement of any product pursuant to the terms of this warranty, the warranty applicable to the original product shall apply to the repaired or replaced product and will extend for the balance remaining of the original warranty period.

THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY SAINT-GOBAIN AND CONSTITUTES THE FULFILLMENT OF OUR OBLIGATIONS TO THE PURCHASER. THE WARRANTIES AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES AND WARRANTIES, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE OR AT LAW, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR USE OR FITNESS FOR A PARTICULAR PURPOSE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR MAY DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PURCHASER MAY SEEK A REMEDY UNDER IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

SAINT-GOBAIN’S OBLIGATIONS, RESPONSIBILITIES AND LIABILITY SHALL BE LIMITED TO REPAIRING OR REPLACING THE DEFECTIVE PRODUCT AS SET FORTH IN THIS LIMITED WARRANTY. IN NO EVENT SHALL SAINT-GOBAIN BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS, OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF SAINT-GOBAIN’S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IN NO EVENT SHALL SAINT-GOBAIN’S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THE PRODUCT COVERED UNDER THIS WARRANTY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY BY JURISDICTION.

INSTRUCTIONS FOR RETURNING PRODUCT TO US

A claim against this warranty must be made within the warranty period. The purchaser must obtain a Return Materials Authorization (RMA) number from our sales/customer service organization prior to shipment. The RMA number must be referenced on the packing list and other documentation. All products being returned for warranty repair should be adequately packaged; use of our original shipping material and container will help assure that no damage occurs in transit or storage. Product claimed defective or nonconforming must be returned to us freight prepaid by the purchaser with a statement identifying the reason(s) for the return, along with our part number and serial number. Please ship against a return purchase order rather than a debit memo. Product returned to us that is found to be in good working order or damaged for causes not covered by this warranty will be subject to a service charge. Upon completion of repairs, products will be returned to the purchaser freight prepaid.

Return Material Authorization (RMA) numbers should ideally be obtained from the Saint-Gobain organization involved in the original sale:

USA:

Saint-Gobain Crystals
33 Powers Street
Milford, NH 03055
Tel: (603) 673-5831 or (800) 899-5831
Fax: (603) 673-1256

France:

Saint-Gobain Crystals
104 Route de Larchant
BP 521
77794 Nemours Cedex, France
Tel: 33 (1) 64 45 10 10
Fax: 33 (1) 64 45 10 01

Japan:

Saint-Gobain K.K., Crystals Division
3-7, Kojimachi, Chiyoda-ku,
Tokyo 102-0083 Japan
Tel: 81 (0) 3 3263 0559
Fax: 81 (0) 3 5212 2196

China:

Saint-Gobain (China) Investment Co, Ltd.
Rm 205, 2F, Building 81
No.4 Gongti North RD
Beijing 100027 China
Tel: 86 (0) 10 6461-0260
ext. 211 & 212

India:

Saint-Gobain India Pvt. Ltd.
Sy. No. 171/2, Maruthi Industrial Estate
Hoody Rajapalya, Whitefield Main Road
Bangalore 560048 India
Tel: 91 80 42468989
Fax: 91 80 28416501

RMA numbers can also be obtained through the following general email contacts:

France (primarily X-rays and Garnets):
xray.garnet@saint-gobain.com

USA (primarily Sapphire):
cs.photonics@saint-gobain.com

Asia:
japan.photonics@saint-gobain.com
korea.photonics@saint-gobain.com



Saint-Gobain Crystals

www.crystals.saint-gobain.com

Manufacturer reserves the right to alter specifications.

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