

General Information

Ordering Information

Use the item number, specify size, a brief description of the item, and the quantity you want. You can place orders in the following ways:

Email: CustServ@HistologyCS.com

Phone: 800.253.2768 / 631.242.8026

Fax: 631.242.4885

Web: HistologyCS.com

Customer Service hours are Monday through Friday 9am – 5pm Eastern Standard Time.

Payment Terms

The terms are Net 30 days. A discount of 2% will be given if the invoice is paid within 10 days. Visa, MasterCard, Amex and Discover are accepted. No Prom pt Payment discount is given when credit cards are used. Electronic Funds Transfer (EFT) can be set -up. Contact Accounts Receivable at AccountsReceivable@HistologyCS.com.

Shipping Information

When specific shipping instructions are not provided, the method of shipment used will be based on the nature of the material, destination, size and the weight of the package.

Shipping methods are as follows:

UPS Ground	FedEx Ground
UPS Next Day Air	FedEx Priority Overnight
UPS 2nd Day Air	FedEx 2 Day

All orders are shipped from their manufacturing point in the USA. Shipping charges are prepaid and added to the invoice.

Third party freight numbers are accepted. **Delivery**

Time

Standard delivery time is 7 – 10 business days after receipt of order.

Discounts

Discounts may be provided based on history, large quantities and standing orders. Contact Customer Service with inquiries at CustServ@HistologyCS.com.

Technical Assistance

Free technical assistance is available. Contact the Technical Department at 800.253.2768 x199 or email Technical@HistologyCS.com.

Return Goods Policy

All sales are final except where there is a manufacturing defect. If an item must be returned, a Return Authorization Number is required. Histology Control Systems, Inc. will not accept any returns without a Return Authorization Number. Contact the Customer Service Department at CustServ@HistologyCS.com if you are unsatisfied with the product you received.

Damaged Shipment / Missing Items

Immediately upon receipt of your shipment, carefully open and inspect each item. Do not accept a damaged shipment. If you accept the damaged shipment, have the carrier's driver make a "Damaged Shipment" notation on your delivery receipt or Bill of Lading. Contact our Customer Service Department within 48 hours of delivery at 800.253.2768 or CustServ@HistologyCS.com. Please note that Histology Control Systems, Inc. rarely has items on backorder. If an item is believed to be missing from a shipment please contact our Customer Service Department immediately.

Warranty / Use of Products

There are no warranties, either expressed or implied, which extend beyond the description of the items as contained on this web page. All items are sold in an "as is" condition. Histology Control Systems, Inc. specifically disclaims all express warranties and implied warranties of merchantability and fitness for a particular purpose. Buyer assumes all risk and liability for the use and/or results obtained by the use of the products covered by the invoice, whether used singularly or in combination with other products. All of our products are offered for research and investigational purposes only and are not intended for drug, cosmetic, food, or household use.

Histology Control Systems, Inc. does not warrant that the use or sale of the products delivered hereunder will not infringe the claims of any United States Patent covering the product itself or the use thereof in combination with other products in the operation of any process.

Seller shall, under no circumstances, be responsible for incidental or consequential damages arising from the failure or delay in filling any order or orders when due to unsuccessful reactions, fires, floods, riots, strikes, freight embargoes or transportation delays, shortage of labor, inability to secure fuel, material, supplies or power at current prices or on account of shortages thereof, any existing future laws or acts of the federal or of any state or municipal government effecting the conduct of seller's business with which seller, in its judgment and discretion deems it advisable to comply as a legal or moral duty, or to any other cause beyond seller's reasonable control.

Seller warrants, to the original purchaser, only that the products listed on this web page are of the composition and purity described therein.

Buyer's damages for any products delivered by the seller shall be limited to the return of the goods and the repayment of the purchase price of the goods and shall never be greater in amount than the purchase price of the goods of which such damages are claimed. Recovery for incidental or consequential damages are specifically excluded. Furthermore, failure to give notice of a claim within 48 hours from the date of delivery shall constitute a waiver by buyer of all claims.