

General Terms and Conditions for Liquid Handling Services

The following General Terms and Conditions for Liquid Handling Services apply to all orders involving the provision of services, such as repairs, adjustments, preventative maintenance and calibration on all liquid handling devices.

- A service request can be entered either by placing an order through the Service Portal, the eShop, or by contacting Eppendorf Account Manager.
- All deliveries to Eppendorf must be accompanied with an Eppendorf Decontamination Form.
- All goods are to be sent directly to Eppendorf by the customer. Packaging and freight to Eppendorf is the customer's responsibility.
- All goods will be returned to the customer by a traceable courier and return freight is included in the service cost.
- The expected in house turnaround time is approximately 5-7 business days. Some exceptions may apply.
- In case Eppendorf cannot provide repair services for equipment where spare parts are not available, Eppendorf will inform the Customer accordingly.
- In the event where repair quotation or trade in offer is not accepted by the customer, a fixed assessment fee will apply on each assessed device. Devices will be returned to customer under as is conditions. Service Certificate will be issued.
- Both Eppendorf liquid handling facilities in Sydney and Melbourne are NATA ISO17025 accredited. Pipette calibration is performed by using gravimetric technique and follows procedures and requirements defined in ISO8655:2022-6 and ISO8655-7. Corresponding ISO references which is dependent on the specific testing room conditions will be indicated on each calibration certificate.
- In accordance with International Laboratory Accreditation Cooperation, ILAC-G8: 2019 - Clauses 4.2.1 (Guidelines on Decision Rules and Statements of Conformity), the "Binary statement for simple acceptance rule" is adopted when a [Statement of Conformity](#) is issued in the calibration certificate.
- Payment for service is to be made in accordance with ESP standard terms.