

Donaldson Company, Inc.

# Limited Warranty & Returns Process

## Bioprocessing Consumable Products

Donaldson Bioprocessing Consumable Products are used in certain specialized processes. Due to the nature of their use and the specialized storage and handling of these products, Donaldson Company, Inc., and its global affiliates, have a specific Limited Warranty and remedy provision for Bioprocessing Consumable Products as shown below. In addition, our return process is strict and return of product are only allowed in very limited cases when authorized in advance and in writing consistent with this Limited Warranty and Return Process. Unless there are other terms which have been agreed to in a signed writing by the buyer and Donaldson, the return policy below applies for all bioprocessing consumables products (e.g., Isolere and Purilogics branded product lines).

### Limited Product Warranty:

- **Timited Warrant:** Donaldson Company Inc., itself and through its global affiliates warrant to Buyer that, from the date of manufacture, such Goods will conform to the specifications set forth in Donaldson's published specifications until the expiry or "use by" date, only if the Goods have been stored in the correct conditions and used in the correct manner. If no expiry date is specified, the warranty will last for the duration of the published shelf life or 12 months from the date of manufacture.
- **Disclaimer:** EXCEPT FOR THE WARRANTY SET FORTH ABOVE, DONALDSON AND ITS AFFILIATES MAKE NO WARRANTY WHATSOEVER WITH RESPECT TO THE PRODUCTS, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; OR (C) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, OR OTHERWISE
- **Return Process:**

All returns require prior written consent and a Return Materials Authorization Number issued by Donaldson at its sole discretion. This number is valid for 30 calendar days. Returns may incur a re-stocking fee, at Donaldson's discretion.

We reserve the right to refuse any return in our sole discretion. If you have any questions about a possible return, please contact Donaldson at [BioConsumablesRMA@Donaldson.com](mailto:BioConsumablesRMA@Donaldson.com)  
Products cannot be returned if any of the following conditions are met:

- Product requires shipping and/or storage outside of room temperature.
- Customer has had the product for more than 30 days (from date of shipment).
- The package has been opened or the seal has been broken.
- The package is defaced or has writing on it.
- Product is custom or made to order.
- Product is expired.
- Product was damaged by a party other than Donaldson.
- Product flagged as non-returnable on the quote or at [shop.donaldson.com](http://shop.donaldson.com) may also be non-refundable.

With the above conditions in mind, Donaldson would like to make clear that IsoTag™ products cannot be returned, due to the cold-chain transport and cold-storage requirements.