



## **The Morehouse Difference**

Morehouse stands behind our products and services and wants your experience with Morehouse to be exceptional. Our business model is to offer the best calibration products and service. We will always work towards a win-win solution with all parties involved. The feeling is you are purchasing our equipment or services because you need to solve a measurement problem. Our goal is to provide that solution.

### **Morehouse Hassle Free Guarantee on Calibration Services**

Measurement errors exist and not all of them can be eliminated. Morehouse is dedicated to doing things right, which means we take great care to reduce measurement errors. We insure our standards have the lowest possible uncertainties and follow rigid procedures to ensure we get everything right. We are not perfect, but we strive to be.

Morehouse is committed to work with you until you are satisfied and have confidence in your measurements. We get that not everyone will always be happy. We also understand that it takes being exceptional to remain in business. If an acceptable resolution cannot be worked out, we will issue a refund.

### **Commitment to Quality Products**

Equipment such as adapters, calibrating machines, indicators, and force measuring systems are often made to order. We will strive to correct any issues that may arise and pledge we will work with you until a fair resolution is reached. Our goal is to solve your measurement problems by providing exceptional service and support.

### **Morehouse Limited Product Warranty**

#### **What is covered?**

Morehouse Instrument Company's products are warranted to be free from defects in material and workmanship. The Company extends this warranty only upon proper use of the product in the application for which intended and does not cover products which have been modified without the Company's approval or which have been subjected to unusual physical or electrical stress, or upon which the original identification marks have been removed or altered.

Whenever the design of the equipment to be furnished or the system in which it is to be incorporated originate with the buyer, manufacturer's warranty is limited specifically to matters relating to furnishing of equipment free of defects in material and workmanship and assumes no responsibility for implied warranties of fitness for purpose or use.

#### **What will we do to correct problems?**

The Company's obligation is limited to repairing, or at their option, replacing products and components that on verification by Morehouse prove to be defective. The Company shall not be liable for installation charges, for expenses of Buyer for repairs or replacement, for damages from delay or loss of use, or other indirect or consequential damages of any kind.

#### **How long does the coverage last?**

The warranty period for products purchased is 120 days from the date of shipping from our plant.

#### **What do you have to do?**

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution.

***The Warranty Program contributes to making your experience with Morehouse exceptional.***