

FAQs

- 1. Can more than one set of terms and conditions apply to my order?** Yes. Because our products and services are so diverse, our terms and conditions vary depending on the category of product or service you are ordering. If you are purchasing products and/or services that fall under multiple categories, more than one set of terms and conditions may apply to your order. For example, if you order a product that contains Ion AmpliSeq™, the [Terms and Conditions of Sale](#) and the [AmpliSeq™ Terms](#) will apply to your order.
- 2. What are the “Supplementary Terms” that are referred to in the Terms and Conditions of Sale and where do I get them?** Due to the complex intellectual property environment surrounding our products and services, some of our products and services are subject to software licenses, limited use label licenses or other written contract terms that apply in addition to the [Terms and Conditions of Sale](#). For example, the [Bioproduction Product Terms and Conditions](#), the [GeneArt® Synthesis Conditions of Sale](#) and the [AmpliSeq™ Terms](#) are considered Supplementary Terms. Supplementary terms are also found on thermofisher.com, and in literature that accompanies the product or service you purchase. You may also obtain copies from Customer Services by calling (800) 955-6288 x46142.
- 3. If I purchased an instrument that comes with warranty services which terms apply to my order?** If you purchase an instrument and it comes with warranty services, or if you purchase an instrument and a post warranty service plan, then both the [Terms and Conditions of Sale](#) and the [Instrument Services Terms and Conditions](#) apply to your order. If you already own the instrument and are just purchasing post warranty instrument services, then only the [Instrument Services Terms and Conditions](#) apply to your purchase of those post warranty instrument services.
- 4. How do I know which warranties apply to my particular purchases?** Warranties are set out in the applicable terms and conditions, and, in some cases, in documentation accompanying the particular product. If a warranty document is provided with a product, then it prevails over a warranty set out in the terms and conditions.
- 5. Why don't you sell your products to individual consumers?** Our products are subject to certain rights, regulations and limitations as we clearly set out in our various terms. We trust that our customers are sophisticated companies and institutions capable of reading and understanding our terms and conditions and using our products and services in a legal and responsible manner.
- 6. Still have questions?** Please feel free to contact the thermofisher.com Customer Services at (800) 955-6288 x46142 and a qualified representative will gladly assist you.