



Ms. Susan Weaver
Natividad Medical Center
1441 Constitution Blvd.
Building 400
Room 101
Salinas, California
93906

Jun 16, 2020
QIAGEN LLC
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Germantown, MD 20874-1415
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Quote Number 200616US01196609AM
Customer Number 312704

Dear Susan Weaver

Thank you for your interest in our products. Please find below the details of your quotation.

Capital Purchase –

1 OM item number – 9002813 - \ \$6,600.00
4 AM item number – 9002814 – \ \$17,400 x 4 = \ \$69,600.
Service – Premium care
item #9245304– 1 OM - \ \$1,558.95
Item #9245305 -4 AM - \ \$3,415.02 x 4 = \ \$13,660.08

Installation item #9245275 - \ \$3200.00

3 year consumable – Item #691223 – kit (6) = \ \$630.00 / each \ \$105.00

Line Item No.	Quantity	Catalog #	Product	Unit Price [USD]	Total Price [USD]
1	1	9002813	QIAstat-Dx Operational Module	6,600.00	6,600.00
2	4	9002814	QIAstat-Dx Analytical Module	17,400.00	69,600.00
3	1	9245275	QIAstat Dx, Installation & Training	3,200.00	3,200.00
4	1	9245304	QIAstat-Dx Op Mod Premium Care Agrmnt	*1,558.95	*1,558.95
5	1	9245305	QIAstat-Dx An Mod Premium Care Agrmnt	*3,415.02	*3,415.02
6	1	9245305	QIAstat-Dx An Mod Premium Care Agrmnt	*3,415.02	*3,415.02
7	1	9245305	QIAstat-Dx An Mod Premium Care Agrmnt	*3,415.02	*3,415.02
8	1	9245305	QIAstat-Dx An Mod Premium Care Agrmnt	*3,415.02	*3,415.02

Quote Total [USD]: **94,619.03**

* In case of changes to List Prices at QIAGEN, the prices of these products will remain in effect for the validity period of the quote.



To ensure that correct prices are invoiced please always use the quote number stated above when placing your order.

This Quote shall be governed by the QIAGEN Standard Terms and Conditions available at <http://www.qiagen.com/products/ordering-information/Ordering-terms-USA/>

Terms of Delivery and payment:

Offer validity: Valid From: 06/16/2020
Valid To: 08/16/2020

Price: Prices do not include Tax

Shipping Terms: FOB Shipping Point, Prepaid and Added to Invoice

Payment: 30 days net

This offer was created electronically and is valid without a signature.

General Terms and Conditions for Support Agreements

1. DEFINITIONS

(a) "QIAGEN" means QIAGEN, LLC.

(b) "Equipment" means molecular biology robotic workstations and/or other instrumentation as specifically designated in attached quotation.

(c) "Service" means activities performed by QIAGEN, or by QIAGEN's authorized representative, including, but not limited to, removal, maintenance, repair, overhaul, replacement and inspection of Equipment.

(d) "Part(s)" means the component good(s) sold or otherwise delivered to Customer by QIAGEN as may be required for the Service.

(e) "Customer" means the person or entity placing an order with QIAGEN for Equipment, Service or Parts, as identified in the attached quotation.

(f) "Support Agreement" means the agreement entered into by Customer and QIAGEN for Service and/or Parts.

(g) "Response time" means the time from QIAGEN's receipt of Customer's request for support to QIAGEN's dispatch of a Service Specialist. In the event that QIAGEN determines in its sole discretion that a Service Specialist should be dispatched, QIAGEN will use commercially reasonable efforts to have the Service Specialist on site within the same period of time.

2. TERMS AND CONDITIONS

(a) The Support Agreement shall be comprised of the attached quotation, if any, and these Terms and Conditions ("Terms"). All other terms or conditions of service, purchase, sales or otherwise shall be binding only if duly executed by a legally authorized representative of QIAGEN. Any other terms, conditions or provisions, whether proposed by Customer orally or in writing, shall be of no effect and the sale of Part(s) or performance of Service by QIAGEN shall not constitute acceptance of such other terms, conditions or provisions. These Terms shall override and supersede any previous negotiations, agreement or arrangement between QIAGEN and Customer in relation to the supply of the Service and/or Part(s).

(b) Information and advice given orally or contained in QIAGEN's publicity material, advertisements, catalogues or correspondence between QIAGEN and Customer outside of any period of Service coverage is given gratuitously and without liability on the part of QIAGEN and shall not form part of the Support Agreement.

(c) Except as specifically stated in the Support Agreement, QIAGEN makes no warranty or representation (whether express or implied by statute, law, custom or usage) as to the nature, quality or fitness of Part(s) or as to their conformity with any description or sample.

3. ELIGIBILITY

(a) Equipment is automatically deemed eligible for inclusion under a Support Agreement, provided that it is located in North America and covered by a valid QIAGEN warranty or pre-existing QIAGEN Support Agreement immediately prior to the commencement date of the new coverage period.

(b) Equipment not falling within clause 3(a) shall be subject to inspection and possible repair by QIAGEN, before being deemed eligible for inclusion under a Support Agreement. Customer shall be charged QIAGEN's standard rates in effect at that time for all labor, Part(s), and other expenses incurred for this inspection and for any corrective maintenance required to restore the Equipment to a state of eligibility for inclusion under a Support Agreement. QIAGEN shall notify Customer of its approval for Customer to proceed with purchase of the Support Agreement. The Support Agreement shall be purchased within thirty (30) days of such approval, and the commencement date of the Support Agreement shall be designated as the day following such approval. If the purchase of the Support Agreement is not accomplished within such thirty (30) days, another inspection and approval shall be required by QIAGEN and shall be performed at QIAGEN's standard rates.

(c) Unless otherwise specifically agreed in writing by QIAGEN, the Support Agreement will not cover any Equipment: (i) which has been misused, or subjected to unusual physical or electrical stress; (ii) which is modified by Customer without the prior consent of QIAGEN; (iii) which has been serviced, or had service attempted, by anyone other than QIAGEN, or QIAGEN's authorized representative; (iv) which has been relocated without the prior consent of QIAGEN; (v) which resides in a location where QIAGEN has insufficient resources to provide adequate support; or (vi) which has been used for more than seven (7) years from declaration by QIAGEN as obsolete.

4. COMMENCEMENT AND TERM

(a) Unless otherwise specified in writing by QIAGEN, any quotation for Service or Support Agreement submitted to Customer by QIAGEN is firm for, and will expire, sixty (60) days after the date of its issuance. The Support Agreement will be effective (a) as of the date herein specified or (b) as of the date QIAGEN commences the Service or supplies Part(s), whichever is earlier ("Start Date").

(b) The Support Agreement shall be effective for the validity period specified in the attached quotation, if any, subject to earlier termination as provided for in clause 16. Otherwise, the Support Agreement shall be effective for the period of one (1) year from the Start Date subject to earlier termination as provided for in clause 16. The Support Agreement may be renewed at the same terms upon the mutual written consent of the parties.

5. SERVICE

(a) To keep the Equipment in good operating condition, QIAGEN agrees to provide Customer with the Service under

the Support Agreement. The Service includes preventive maintenance for the Equipment as described in the Support Agreement. Unless expressly stipulated in the Support Agreement, Service shall not include corrective maintenance in the event of interruption in the operation of the Equipment. It shall be at QIAGEN's option to utilize new or refurbished Part(s) to accomplish such maintenance. Any part replaced by QIAGEN during Service shall become the property of QIAGEN and Customer shall ensure that QIAGEN may take title to such part clear of any interest, claim, lien or encumbrance of any third party or shall in the alternative indemnify QIAGEN to the value of the replacement cost of such part.

(b) All Service shall be performed during QIAGEN's normal working hours, i.e. 8:00 AM to 5:00 PM in the time zone where work is to be performed, Monday to Friday (except for QIAGEN's published or National holidays), unless otherwise expressly agreed in writing by QIAGEN.

(c) For Services performed or Parts delivered not required by this Support Agreement, QIAGEN's standard rates will apply. QIAGEN may subcontract its duties hereunder to a third party without the consent of Customer. Unless expressly stated in the Support Agreement, coverage does not include (i) the supply of consumables and accessories (including, without limitation, lamps, glass parts, paper, filters, syringes, peristaltic pump tubings, air filters, diskettes, ink ribbons, lighting connections, columns, thermostatic plates, detectors, spacers and chemicals); (ii) the recovery of data in the event of loss or damage to data carriers (including without limitation hard drives) and/or software; (iii) modification to or relocation of Equipment; or (iv) application assistance for protocol/method development or Customer training. Any of the foregoing if not covered by the Support Agreement can be quoted and performed separately by QIAGEN.

6. CUSTOMER'S RESPONSIBILITIES

(a) Customer shall maintain an Appropriate Environment for the Equipment and shall perform the necessary preventive maintenance for the Equipment, according to the procedures specified by QIAGEN, to prevent Equipment failure, including without limitation the leakage of lubricating fluids, hydraulic fluids and oils. "Appropriate Environment" means, but is not limited to, the storage or operation of the Equipment on a level surface, free of impacts and shocks, and in an ambient atmosphere the temperature, pressure and particle content of which have at all times been within the tolerances of the Equipment as specified by QIAGEN.

(b) If the Support Agreement includes corrective maintenance or repair, Customer shall promptly notify QIAGEN of Equipment failure and allow QIAGEN on request full and free access to the Equipment, subject to compliance with the applicable site policies.

(c) Customer shall provide the consumable supplies which are required for the Service, unless otherwise noted in the Support Agreement. Upon request by QIAGEN, Customer agrees to provide reasonable facilities, required for the Service, such as secure storage space, a designated work area with adequate heat and lighting, and a local telephone line.

(d) Customer shall save a backup file of data, including, without limitation, parameter and performance data for the Equipment before the Service is provided by QIAGEN. In addition, Customer shall be responsible for removing any Protected Health Information from the instrument prior to service.

(e) Customer shall confirm after the Service is provided by QIAGEN that the Equipment is in good operating condition and is functioning as intended.

(f) Customer shall maintain a safe working environment for QIAGEN's service personnel and provide them with any appropriate information for the measures to take in case of an emergency.

(g) Customer shall designate a contact person who is suitably experienced with the Equipment.

7. DELIVERY AND PERFORMANCE

(a) Dates and time given for completion of Service or delivery of Part(s) are given as estimates only and shall not constitute a term or condition of the Support Agreement. Time shall not be of the essence. While QIAGEN will use commercially reasonable efforts to meet any time estimate, it reserves the right to amend any estimate.

(b) QIAGEN will deliver Part(s) in such installments as it considers expedient. Failure by QIAGEN to deliver one or more installments shall not entitle Customer to claim compensation or to terminate or suspend the Support Agreement or reject those or subsequent deliveries.

(c) Unless otherwise stipulated in the quotation, delivery of any Part(s) hereunder shall be made FCA QIAGEN's facility.

(d) Customer shall, until payment in full has been made, keep Part(s) in good merchantable condition and fully insure them on QIAGEN's behalf for not less than the price payable to QIAGEN and all the proceeds of such insurance shall be held automatically in favor of QIAGEN. Customer grants QIAGEN an irrevocable license to enter Customer's premises to recover any Part(s) or other materials which are QIAGEN's property.

8. PRICES

Prices for the Support Agreement shall be the lesser of QIAGEN's List Price in effect at the time of the Start Date or the price listed on the quotation attached hereto. Unless otherwise specified in writing by QIAGEN, the price of the Support Agreement, Service, or Parts are exclusive of transportation, insurance, license fees, customs duties, or sales, use, excise or other similar taxes. Customer shall pay all such duties or taxes except for the taxes imposed on QIAGEN's net income.

9. PAYMENT

The payment for the Support Agreement shall be made by Customer net (a) in accordance with the payment conditions set forth on the quotation attached hereto, if any, or, (b) failing any such conditions being specified therein and in the case of Services or Part(s) being supplied outside the scope of the Support Agreement, thirty (30) days after the invoice date, in each case unless payment is to be made by credit card, in which case the credit card payment must be processed at the time of order.

10. WARRANTY

(a) QIAGEN warrants that Part(s) shall be free from defects and conform to QIAGEN's specifications, if any, under

normal use and service for a period of three (3) months from the date of receipt by Customer. This warranty shall not cover consumable goods in normal use or those of limited life, and QIAGEN only warrants that, at the time of shipment, such goods meet applicable specifications furnished or approved by QIAGEN.

(b) QIAGEN warrants that any Service or other work performed by it shall be carried out by specially trained and equipped QIAGEN personnel or authorized representatives.

(c) QIAGEN provides a limited warranty covering the work performed under the terms of this Support Agreement. This warranty shall last for a period of thirty (30) calendar days from the completion of authorized repairs. During the warranty period, QIAGEN will, at its sole cost and expense, correct any defects in workmanship related to repairs performed under this Support Agreement. This warranty covers labor only and does not extend to Part(s).

(d) The foregoing warranties are exclusive and in lieu of all other warranties, whether expressed or implied, written or oral, statutory or otherwise, including, without limitation, any implied warranty of satisfactory quality or fitness for a particular purpose or merchantability.

11. HEALTH AND SAFETY

(a) Customer shall ensure that its employees, subcontractors and agents working in the immediate and adjacent areas where the Equipment is located are adequately trained in and comply with all relevant and applicable health and safety regulations. Customer will further ensure that an appropriately trained employee of Customer or third-party authorized by Customer remains within visual range of QIAGEN's personnel during the performance of Service on the Equipment.

(b) Without limiting the generality of the foregoing, Customer shall ensure that the Equipment is disinfected and decontaminated prior to the performance of Service thereon by QIAGEN's personnel or authorized representatives.

12. LIMITATION OF LIABILITY

IN NO EVENT SHALL QIAGEN BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, LOSS OF PROFITS OR PRODUCTION DAMAGES RESULTING FROM THE EQUIPMENT OR PARTS, OR CAUSED BY INSTALLATION, MAINTENANCE OR OTHER PERFORMANCE BY QIAGEN UNDER THESE TERMS AND THE SUPPORT AGREEMENT, WHETHER A CLAIM FOR SUCH DAMAGES IS BASED UPON WARRANTY, CONTRACT OR TORT. SAVE IN RESPECT OF PERSONAL INJURY OR DEATH caused by QIAGEN's gross negligence or willful misconduct, QIAGEN'S TOTAL LIABILITY FOR LOSS OR DAMAGE ARISING OUT OF OR IN RELATION TO THE SUPPORT AGREEMENT SHALL IN NO EVENT EXCEED THE AMOUNT PAID BY CUSTOMER TO QIAGEN WITH REGARD TO THE SUPPORT AGREEMENT. ANY CLAIM FROM THE CUSTOMER SHALL BE TIME BARRED ONE YEAR AFTER THE DAMAGE WAS CAUSED.

13. SOFTWARE LICENSE

The Software contained in the Equipment or Part(s) ("Software"), if any, shall be disclosed to Customer in confidence and shall be licensed to Customer for Customer's internal use only and for the life of the Equipment or Part(s). Customer agrees that the Software is the intellectual and proprietary property of QIAGEN or its licensor and that the title to, ownership of

and the copyright of the Software shall remain with QIAGEN or its licensor. Customer agrees not to copy, reproduce or modify the Software and shall not make the Software available to any other parties by means of sale, lease, rental, license or otherwise, without the prior written consent of QIAGEN. Customer further agrees not to alter or remove any copyright, trade secret, patent, proprietary and/or other legal notices contained in the Software.

14. CONFIDENTIALITY

Customer agrees to hold in confidence any and all information of a confidential nature regarding QIAGEN's business or affairs, including, without limitation, data provided by QIAGEN regarding the design, structure, or manufacturing methods of the Equipment and Part(s) and agrees not to disclose the same to any person, firm or corporation. The foregoing confidentiality obligation of Customer shall not be applicable, if Customer can demonstrate that: (i) information is already generally available to the public; (ii) information hereafter becomes generally available to the public, through no fault of Customer; (iii) information was already known to Customer prior to the disclosure thereof by QIAGEN; or (iv) information lawfully becomes known to Customer through a third party.

15. FORCE MAJEURE

Neither party hereto shall be liable for default of any obligation hereunder if such default results from a force majeure event, which includes, without limitation, governmental acts or directives; strikes; acts of God; war; insurrection, riot or civil commotion; fires, flooding or water damage; explosions, embargoes, delays in delivery, or failure to obtain or withdrawal of any export or import license, whether of the kind herein enumerated or otherwise, which are not within the reasonable control of the party affected. Force Majeure does not excuse either party's obligation to make payments for Equipment or Parts already received or Services already rendered.

16. TERMINATION

(a) Either party may terminate the Support Agreement: (1) if the other party defaults in its obligation(s) hereunder, provided that such default is not cured within thirty (30) days upon written notice to the defaulting party; or (2) any of the following events occurs: (i) distress or execution is levied against any of the other's assets and is not paid or discharged within seven days; or a judgment against the other remains unsatisfied for more than seven (7) days; or a receiver is appointed with respect to any of the other's assets; (ii) a petition is presented for the winding up of, or for an administration order to be made in relation to the other; or a resolution is passed for the other's winding up (other than a members' voluntary winding up for the purposes of a bona fide amalgamation or reconstruction) or (iii) any event in a foreign jurisdiction analogous to, or comparable with, (i) and (ii) above. QIAGEN may terminate the Support Agreement in case of the sale or dissolution of the company of the Customer.

(b) Except as permitted by clause 16(a), Customer shall not terminate the Support Agreement without the prior written consent of QIAGEN. If Customer seeks early termination for any reason other than those permitted by clause 16(a), Customer shall not be entitled to a refund or credit of any kind.

(c) A termination hereunder shall not affect any rights or obligations of either party which have accrued prior to termination.

Articles 10 and 12 through 18 hereof shall survive the termination of the Support Agreement, as well as such other provisions as may be necessary to interpret any of the foregoing.

17. GOVERNING LAW AND ARBITRATION; CLASS ACTION WAIVER

(a) **Governing Law.** This Agreement and any claims, disputes or causes of action relating to or arising out of this Agreement shall be construed in accordance with and governed by the laws of the State of Maryland without giving effect to the conflict of laws principles thereof. All claims under this Agreement which cannot be amicably settled shall be submitted to binding arbitration as set forth below.

(b) **Mandatory Binding Arbitration.** Prior to arbitration, the parties shall seek informal resolution of disputes. The process shall be initiated with written notice of one party to the other, describing the dispute with reasonable particularity. The other party shall respond within ten (10) calendar days. Each party shall promptly designate an executive with requisite authority to resolve the dispute, and the first meeting shall occur within 10 calendar days from the response described above. If the dispute is not resolved within 10 calendar days of the first meeting, either party may proceed to arbitration as set forth below.

- i. The parties agree that any claim or dispute between them, and any claim by either of party against any agent, employee, successor, or assign of the other, related to this Agreement, including any dispute as to the validity or applicability of this arbitration clause, shall be resolved by binding arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, except where those rules are intentionally varied by the parties herein or pursuant to mutual agreement. The parties expressly agree that the arbitration shall be conducted in Washington, DC, in the English language, and under Maryland law. The prevailing party shall be entitled to a reimbursement of all of its reasonable attorney fees and arbitration costs by the other party. The arbitration award shall be final.
- ii. The parties enter into this arbitration agreement in connection with a transaction involving interstate commerce. Accordingly, this arbitration agreement, and any proceedings thereunder, shall be governed by the Federal Arbitration Act ("FAA") 9 USC 1-16. Any award by the arbitrator may be entered as a judgment in any court having jurisdiction.

(c) **Class Action Waiver.** TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ARBITRATION SHALL PROCEED SOLELY ON AN INDIVIDUAL BASIS WITHOUT THE RIGHT FOR ANY CLAIMS OR DISPUTES TO BE ARBITRATED OR LITIGATED ON A CLASS ACTION BASIS OR ON BASES INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY ON BEHALF OF OTHERS OR ANY GOVERNMENTAL BODY OR THE PUBLIC. DISPUTES MAY NOT BE JOINED OR CONSOLIDATED UNLESS AGREED TO IN WRITING BY ALL PARTIES.

TO THE EXTENT EITHER PARTY IS PERMITTED BY LAW OR COURT OF LAW TO PROCEED WITH A CLASS OR REPRESENTATIVE ACTION AGAINST THE OTHER, THE PARTIES AGREE THAT: THE PREVAILING PARTY SHALL NOT BE ENTITLED TO RECOVER ATTORNEYS' FEES OR COSTS ASSOCIATED WITH PURSUING THE CLASS OR REPRESENTATIVE ACTION (NOT WITHSTANDING ANY OTHER PROVISION IN THIS AGREEMENT); AND (II) THE PARTY WHO INITIATES OR PARTICIPATES AS A MEMBER OF THE CLASS WILL NOT SUBMIT A CLAIM OR OTHERWISE PARTICIPATE IN ANY RECOVERY SECURED THROUGH THE CLASS OR REPRESENTATIVE ACTION.

(d) **Waiver of Rights, Including Trial By Jury.** By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. The rules in arbitration are different. There is no judge or jury, and review of an arbitrator's decision is very limited. EACH PARTY WAIVES ANY RIGHT TO A JURY TRIAL INVOLVING ANY CLAIMS OR DISPUTES.

18. MISCELLANEOUS

(a) Assignment: The Support Agreement is not assignable or transferable by either party, in whole or in part, except with the written consent of the other party, except that QIAGEN may assign to an affiliate or successor without prior written consent.

(b) Waiver: The failure of either party to enforce any of the terms or conditions hereof shall not be deemed a waiver of such party's right to enforce these Terms.

(c) Modification: These Terms shall not be modified or amended except in a written agreement signed by an authorized representative of each party.

(d) Severability: The invalidity or unenforceability of any provision of these Terms shall not affect the validity or enforceability of any other provision of the Terms, which shall remain in full force and effect.



Appendix I: Terms of Service Agreement

Service Agreement Name	Material Number	Terms of Service Agreement
QIAstat-Dx An Mod Premium Care Agrmnt	9245305	<p>QIAstat-Dx Analyt Mod PRM Agrmnt covers 1 Analytical Module for 1 year. Repair service delivery: send to Regional Repair Center (RRC) Replacement System (Loaner) provision: Yes, included. Provision time 24hr – 48hr Cost coverage for repair parts: Yes, full coverage Cost coverage for labor: Yes, full coverage Cost coverage for travel: Yes, full coverage Transportation cost coverage: Yes, full coverage Onsite pack/unpack coverage: No, not covered For QIAstat-Dx, a special pack containing a replacement unit (if applicable) or a loaner is sent to the customer within 24 - 48 hours after receipt of the service call. After unpacking the replacement or loaner, the customer can use the special pack to ship the defective instrument back to QIAGEN RRC or to location specified on shipping label. Prior to packing, the customer must first decontaminate the defective instrument then place it in the special pack. It is important that the customer follows the provided packing instructions. QIAGEN provides a country specific toll-free UPS phone number in the shipping document so customer can arrange for the pick-up. If defective instrument is sent to QIAGEN RRC for repair, the repaired instrument is shipped back to the customer within 5-7 business days after receipt of the defective instrument. The loaner unit must then be decontaminated, packed in the box provided, and returned to QIAGEN RRC as instructed</p>
QIAstat-Dx Op Mod Premium Care Agrmnt	9245304	<p>QIAstat-Dx Operational Mod Premium Agreement covers 1 Operational Module for 1 year. Repair service delivery: send to Regional Repair Center (RRC) Replacement System (Loaner) provision: Yes, included. Provision time 24hr – 48hr Cost coverage for repair parts: Yes, full coverage Cost coverage for labor: Yes, full coverage Cost coverage for travel: Yes, full coverage Transportation cost coverage: Yes, full coverage Onsite pack/unpack coverage: No, not covered For QIAstat-Dx, a special pack containing a replacement unit (if applicable) or a loaner is sent to the customer within 24 - 48 hours after receipt of the service call. After unpacking the replacement or loaner, the customer can use the special pack to ship the defective instrument back to QIAGEN RRC or to location specified on shipping label. Prior to packing, the customer must first decontaminate the defective instrument then place it in the special pack. It is important that the customer follows the provided packing instructions. QIAGEN provides a country specific toll-free UPS phone number in the shipping document so customer can arrange for the pick-up. If defective instrument is sent to QIAGEN RRC for repair, the repaired instrument is shipped back to the customer within 5-7 business days after receipt of the defective instrument. The loaner unit must then be decontaminated, packed in the box provided, and returned to QIAGEN RRC as instructed.</p>