

Certificate
Premium Distributor

PREMIUM DISTRIBUTOR



Heidolph Instruments GmbH & Co. KG hereby officially makes this commitment to our customers regarding the recommended source of supply:

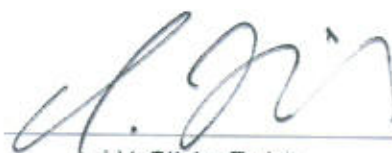
Merse Artigos para Laboratório is our exclusive **Premium Distributor in Brazil**, providing our customers with the highest level of service and support.

Merse Artigos para Laboratório is therefore committed and authorized to execute the following services:

- Guaranteed response to any request within 24 hours
- Free demo evaluation units for up to 14 days
- Delivery times below 10 days for standard equipment
- Immediate after-sales service
- Repair turn-around time within 4 working days
- The most common spare parts are locally available

The Service Technicians, Sales- and Application specialists of Merse Artigos para Laboratório are regularly trained at Heidolph Instruments GmbH & Co. KG in Germany. Therefore, Merse Artigos para Laboratório is the only company in Brazil being accredited to carry out warranty repairs on behalf of Heidolph Instruments GmbH & Co. KG.

This certificate is valid until 31.12.2017.



i.V. Olivier Zwick
Vice President
Sales & Marketing

