

WATERS

Waters Corporation is a leader in LC and LC-MS technologies. For more than fifty years, Waters Corp. has developed innovative analytical science solutions to support customer discoveries, operations, performance, and regulatory compliance. Waters Corp. employs approximately 6,000 employees worldwide, operating in 127 countries.

Waters Academic Resources allow academic scientists to apply for grants, provide special institutional pricing for various system solutions, and feature recent journal citations utilizing Waters products and solutions.



Highlights:

- Aggressive discounting for Waters full catalog of chromatography and mass spectrometry equipment, chemicals and consumables
- Discounted rates on Total Assurance Plan – service plans for both Waters and Agilent equipment
- Substantial savings on refurbished and demo equipment
- Easy Contract Participation Form process assures E&I program pricing is applied to all institution users
- Meets most public contract requirements, adoption based on Virginia Tech University competitively bid contract
- For more information, please visit www.eandi.org or contact your [E&I Member Relations Executive](#).

Waters
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Getting Started:	Complete the E&I Waters LOP www.eandi.org/lop-rfi/waters-lop/
Contract Effective Dates:	04/018/2014 - 2/28/2020 With one (1), three (3) year renewals
Pricing/Discounts:	Go to www.eandi.org for Product and Service Discounts
Place Orders With:	<p>In order to participate in the E&I agreement with Waters, or to set up a new account or convert your existing account(s), please submit the Waters Contract Participation Form.</p> <p>Submit Orders for Instrumentation and Data/Software products: Instrument Sales Support: 800.252.4752 x8023 Fax: 508.482.8532 Email: waters_quotes@waters.com</p> <p>Submit Orders for Service Contracts: Service Plan Support: 800.252.4752 x8021 Fax: 508.482.8898</p> <p>Submit Orders for Chemistry Products & Consumables: Customer Service: 800.252.4752 x8365 Fax: 508.482.4820 Email: customerservice@waters.com</p> <p>Shop online at waters.com</p>
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Credit Card Accepted:	American Express, MasterCard and Visa
Payment Terms:	Net 30 days
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Delivery Terms:	F.O.B. Shipping Point, Prepaid and Added
Return Policy:	If the buyer found a product to be unacceptable, the buyer should first contact the local Waters sales representative to discuss the concern. If it's a product that is not performing in accordance with the documented specifications, repair/replacement of the product will be addressed in accordance with the Waters' standard warranty.
Claims:	If an item is received with concealed damage, do not continue to unpack the item. Request the local agent or carrier to immediately inspect the unit, and secure a written inspection report showing the findings to support the claim. Members must make their request within 15 days of receiving the damaged unit, or the carrier will not honor the claim. Damaged units cannot be returned to Waters without the inspection report and return merchandise authorization (RMA) number. Ensure the shipment is protected and secure after it is received. Components removed from the shipment, or damaged while awaiting installation, are the responsibility of the Member. After a damage inspection report is secured, contact Waters re: the handling of the claim and/or supplying a replacement product. Waters will work with the Member to address all aspects of the issue.
Warranty:	Please view Waters Licenses, Warranties and Support Services Document, Rev. F at www.eandi.org
Request Literature:	marketinglit@eandi.org
Contract Number:	CNR01339

