

1200 Indus Street
Suite A
Fairmont, MN 56031

Toll Free: 866-587-9773
Phone: 507-238-9773
Fax: 507-238-5447
E-mail: sales@scales-co.com

Product Return Policy

Before you attempt to return any product, you must contact us directly to obtain a Return Material Authorization Number to include with your return.

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TYPE OF RETURN

Out of Box Failure

An out of box failure is defined as a product that will not operate within 30 days from shipment of product due to:

- No power using the supplied power source of AC operation
- Keypad or button failure
- Missing segments or failure of display
- No weight reading

Inaccurate weighing or out of calibration is not defined as an out of box failure. Calibration may be required to restore the product to weigh within the specified accuracy standards. Contact our service team at 1-866-587-9773 for calibration support, review the manual provided with the product to determine the appropriate calibration weight required. After calibration has been attempted, if Scalesco determines the product is to be defective, an RMA number will be immediately authorized.

Upon receipt of "RMA" number, Scalesco will determine if immediate product replacement will be sent at no charge or require a return of your product, freight prepaid, to Scalesco Measurement Technology for quality inspection for repair or replacement at no charge.

Incorrect Product for your Application

Scalesco Measurement Technology encourages and provides customer support prior to ordering your product.

If you determine your product does not meet your application within 30 days of shipment and upon receipt of "RMA" number, Scalesco will refund or credit your account upon receipt and quality inspection of the product. Items are to be returned, freight prepaid, and are subject to 20% restocking fee if:

- If product is not returned in its original packaging
- Product is returned in a used condition