



## American Weigh Scales 10 Year Limited Warranty

**What is covered:** All manufacturing defects or defects in materials or workmanship

**What is not covered:** Damage resulting from but not limited to the following: misuse, unreasonable use, neglect, overloading the scale, dropping or otherwise shocking the scale, accident, improper service or calibration, normal wear and tear or other causes not arising from defects in materials and/or workmanship. This warranty does not cover accessories or other removable parts such as batteries and AC adapters.

**Warranty period:** This warranty covers a 10-year period beginning the date of original purchase. This product is warranted to the original purchaser only.

**Terms and conditions of this warranty:** During the 10-year warranty period, if your scale fails to work properly when used under normal conditions, American Weigh Scales will repair, or at our option replace it without charge. If your model has been discontinued it will be replaced with a comparable model. The end user is responsible for the shipping charges to send the defective scale back to our warranty-processing center. American Weigh Scales will pay the shipping cost to return the repaired or replaced scale.

These warranty terms and conditions are valid in the USA only. International customers who choose to return their scale for warranty repair or replacement are responsible for shipping charges to our warranty-processing center listed below as well as return shipping charges back to them. American Weigh Scales is not responsible for any customs duties or fees associated with international returns.

Any implied warranties arising from this sale are limited to the 10-year warranty period. This warranty is the only recourse for the end user. American Weigh Scales is not liable for any incidental or consequential costs, expenses, or damages incurred by the consumer including but not limited to loss of use of the scale. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and/or country to country.

**Additional warranty limitations:** Besides the aforementioned circumstances, this warranty will not be honored if you fail to provide a copy of the original sales receipt and the original warranty card. Please keep these documents in a secure place. (See Failed Warranty Policy below) In addition, American Weigh Scales will not service scales with any foreign substances present. Any scale received in this condition will be destroyed and disposed of immediately. In this event, there will be no compensation for the consumer. Please take the time to thoroughly clean your scale before shipping.

**Failed Warranty Policy:** During the 10-year warranty period, if you have unintentionally damaged your scale or failed to keep proper documentation for our warranty (original receipt and warranty card) you may be eligible for American Weigh Scales Failed Warranty Policy. Under this policy you can send your scale back to our warranty-processing center with a check or money order for a new replacement scale at a discounted price. Prices range from \$15.00 to \$80.00. This price includes the new replacement scale as well as return shipping cost. Please call our Warranty Department at (866)643-3444 for details on your model.

**To obtain service under the terms of this warranty:** Please call our Warranty Department at (866)643-3444 to obtain a RMA number and the return address before sending your scale in for service. You must ship us your scale, a copy of your original sales receipt, and this warranty card. Write your RMA number on the outer packaging for faster processing. Please choose a shipping method with delivery confirmation. American Weigh is not responsible for returns not received or damaged due to improper packaging.