

## Returns and Warranties

### Equipment Return Information

#### Standard Catalog Equipment

At Rice Lake Weighing Systems, we want you to be completely satisfied with any product purchased from us. If it does not work, or is not right, return it for full credit or replacement within 30 days of shipment.

We may, at our option, assess a restocking charge if the equipment was:

1. Not correctly specified for the application intended, and/or
2. Damaged beyond reasonable recovery.

The restocking charge is directly proportional to the amount of time and material expense required by us to return the item to resaleable condition. If an item was held or in use in excess of 30 days, a restocking charge, not to exceed 10%, will be assessed.

#### Special Order, Modified, Non-Catalog, Unusual or Non-Stock Items

We will repair or replace, at our option, equipment which is defective by nature of poor quality materials or substandard workmanship, within the specified warranty period. No returns will be accepted for any special order equipment, or for equipment physically modified or altered in the field. Additionally, no returns will be accepted for items that are specifically modified for the customer's requirements. For example, test weights that have been specifically built to the customer's specifications or standard product so modified, or standard weights that have been engraved with the serial numbers at the customer's request, as well as laboratory procedure charges, documentation fees, etc.

Items that were quoted with the following statement affixed to the quotation, sales order and/or invoice cannot be considered for return — "This quote contains special products that would be uniquely designed for this order. Because these would be NON STANDARD products, we would not accept returns."

#### Return Procedure:

When returning equipment for repairs or warranty reimbursement, these simple steps will help expedite your request:

1. **Call (715) 234-9171, extension 5348**, and ask for a return coordinator. You will then be issued a return authorization number.
2. When preparing equipment for return shipment, complete a Return Authorization (RA) form and provide a description of the problem you are experiencing. Be sure to include the Return Authorization number we provided and enclose the form with the shipment. For additional forms, ask the return coordinator to send you a supply.
3. Please write the Return Authorization number on the outside of the package to help us speed your package through our receiving process.

### Limited Warranty

Seller warrants that the products contained in this catalog will conform to written specifications, drawings, and other descriptions made by the manufacturer, including any modification thereof. The Seller warrants the goods against faulty workmanship and defective materials. If any goods fail to conform to these warranties, Seller will, as its sole and exclusive liability hereunder, repair or replace such goods if they are returned within the following warranty period: **Twelve (12) months from date of shipment from manufacturer for test weight products.**

**These warranties are made upon the express condition that:**

1. Rice Lake Weighing Systems is given prompt written notice upon discovery by Buyer of such nonconformity, with a detailed explanation of the alleged deficiencies;
2. Such goods are returned to the Seller at the expense of the Buyer;
3. Examination of such goods by Seller discloses that the nonconformity actually exists and was not caused by accident, misuse, neglect, alteration, improper installation, improper or unauthorized repair, or improper testing; and
4. Such goods have not been modified, altered, or changed by any person other than the Seller or its duly authorized repair agents.

Rice Lake Weighing Systems will have a reasonable time to repair or replace such goods.

THESE WARRANTIES EXCLUDE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. SELLER WILL NOT, IN ANY EVENT, BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

IN ACCEPTING THIS WARRANTY, THE PURCHASER OR BUYER AGREES TO WAIVE ANY AND ALL OTHER CLAIM OR RIGHT TO WARRANTY, OR IF SUCH BE THE CASE, ANY CLAIM OF WARRANTY FROM RICE LAKE WEIGHING SYSTEMS, INCORPORATED. SHOULD THE SELLER BE OTHER THAN RICE LAKE WEIGHING SYSTEMS, INCORPORATED, THE BUYER AGREES TO LOOK ONLY TO THE SELLER FOR ITS WARRANTY CLAIM OR CLAIMS.

No terms, conditions, understanding, or agreements purporting to modify the terms of this warranty shall have any legal effect unless made in writing and signed by a corporate officer of the Seller.

To place an order call **800-472-6703** or visit **ricelake.com/precision**

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