

# **C A M B R I D G E**

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## **Warranty Policy** **Cambridge Scale Works, Inc.**

Cambridge Scale Works, Inc. will warrant the original retail purchaser. Cambridge Scale Works, Inc. or an authorized distributor will repair or replace any parts on its product found to be defective in materials or workmanship under normal use for a period of one year from date of shipment. Damage incurred by a natural disaster (ie. tornado, hurricane, flood, or electrical storm) are not covered under this warranty.

***This warranty is in lieu of all other warranties expressed or implied, including any implied warranty of merchantability. Repair, replacement, or credit shall be exclusive remedy of this warranty and Cambridge Scale Works, Inc. shall not be liable for incidental or consequential damages. This paragraph is applicable unless otherwise prohibited by law.***

### **Conditions**

This product must not have been previously altered, repaired, or serviced by anyone other than Cambridge Scale Works, Inc. or any of its authorized distributors. The product must not have been subject to accident, misuse, or abuse according to the product's capacity. The product's serial number must not have been removed or altered in any way. Cambridge Scale Works, Inc. is not responsible for distributor/dealer labor or travel costs associated with warranty, unless prior written consent is obtained from an authorized Cambridge representative. Cambridge Scale Works, Inc. is not responsible for freight charges associated with returning the unit(s) for repair unless written consent is obtained by an authorized Cambridge representative.

Jennette Bahn  
Cambridge Scale Works, Inc.

Effective Date: 1/01/17

# Cambridge Return Policy

1/01/17

In the event that you need to return equipment for credit, evaluation, or warranty, you **must** obtain a return authorization number from Cambridge Scale Works, Inc. Returns will not be accepted that do not have a return authorization number. Please have the model number and serial number of the equipment being returned. In addition, if you are returning a scale part, please have the model number and serial number of the scale that the parts were used in. Furthermore, please have the original invoice number if possible and have a detailed description of the problem.

## **Fees Associated with a Return:**

- The customer is responsible for freight both inbound and outbound on all returns. If there is a warranty issue with a returned part, Cambridge will pay **ground charges only** to return the unit to the customer. If a customer requires a different mode of transport, they will be
- responsible for the difference in the shipping charges.
- There is a \$50 evaluation fee for all parts/indicators and a \$95 evaluation fee for all scales returned for repair that are not deemed warranty repairs. This charge is waived if the return is authorized for repair.
- Repairs are billed at \$54.95 (net price) per hour plus parts.

## **The following are the restocking charges for returned equipment:**

20% restocking charge - When the equipment has been opened and used and NO problem was found with the returned unit. If any problems are found with the returned unit, the customer will be charged for all the parts and labor necessary to place the unit back into new condition.

10% restocking charge - When the equipment has been ordered incorrectly or refused upon delivery and another unit is not desired. If any problems are found with the returned unit, the customer will be charged for all the parts and labor necessary to place the unit back into new condition.

5% restocking charge - When the equipment is ordered incorrectly and a replacement unit is ordered from Cambridge Scale Works, Inc. If any problems are found with the returned unit, the customer will be charged for all the parts and labor necessary to place the unit back into new condition. This is a courtesy to our customers for ordering a replacement unit through us.

- Restocking charges and evaluation fees do not include the cost of parts. If parts are needed for repair they will be charged in addition to the restocking and evaluation fees.
- All custom scales and accessories, stainless steel, and some larger size and capacity scales are non-returnable.
- Used units are not exchangeable for new replacement units. Used units can only be returned for repair evaluation to the manufacturer.