

Warranty:

We warrant that all Products shipped to you will be free of manufacturing defects or defects in materials or workmanship. The warranty period for American Weigh Scales Products is ten (10) years from the date of shipment, and the warranty for Fast Weigh Scales Products is five (5) years from the date of shipment. This warranty does not extend to damages or defects that we determine, in our sole discretion, result 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, or failure to use or store the Product in accordance with instructions furnished by us. This warranty does not cover accessories or other removable parts such as batteries and AC adapters. Products are warranted to the original purchaser only. We will not service Products with any foreign substances present. Any Product received in this condition will be destroyed and disposed of immediately. In this event, there will be no compensation to you. Please take the time to thoroughly clean the Product before returning it to us.

During the applicable warranty period, if we determine that the Product fails to meet its warranty, we will repair the Product, or at our option replace it without charge. If your Product model has been discontinued it will be replaced with a comparable Product model. You are responsible for the shipping charges to send the defective Product back to our warranty processing center. We will pay the standard ground shipping cost to return the repaired or replaced Product unless you are an international customer. International customers who choose to return a Product for warranty repair or replacement are responsible for shipping charges to our warranty processing center as well as return shipping charges back to them, and authorize us to bill such charges to the credit card used to place the order. We are not responsible for any customs duties or fees associated with international returns.

Our Product warranty will not be honored if you fail to provide a copy of the original Product sales receipt with your return.

During the applicable warranty period, if you have unintentionally damaged your scale or failed to keep proper documentation for our warranty (original receipt) you may be eligible for our Failed Warranty Policy. Under this policy you can send the Product back to our warranty-processing center with a check or money order for a new replacement Product at a discounted price quoted by us. This price includes the new replacement Product as well as return shipping cost. Please contact our Customer Services Department (by email to mail@awscales.com or by phone (866) 643-3444) for details on your model.

To obtain service under the terms of this warranty, you must ship us your Product and a copy of your original sales receipt. Our Product warranty will not be honored if you fail to provide a copy of the original Product sales receipt with your return.

During the applicable warranty period, if you have unintentionally damaged your scale or failed to keep proper documentation for our warranty (original receipt) you may be eligible for our Failed Warranty Policy. Under this policy you can send the Product back to our warranty-processing center with a check or money order for a new replacement Product at a discounted price quoted by us. This price includes the new replacement Product as well as return shipping cost. Please contact our Customer Services Department (by email to mail@awscales.com or by phone (866) 643-3444) for details on your model.

We do not service other manufacturer warranties.