

# Warranty Policy

This Warranty Policy applies only to products with serial numbers and where the invoice address is within the United States and Canada.

This warranty does not apply to products excluded under the section: Conditions of Warranty.

In the event that any product supplied by Minebea-Intec USA Inc of Holbrook, NY should prove to be defective due to faulty workmanship or materials, Minebea-Intec USA Inc will undertake to repair the product free of charge. If this is not possible, or deemed by us as uneconomic, we will replace the product free of charge. Minebea-Intec USA Inc will make the decision as to which action is appropriate.

This undertaking is restricted to 2 years, unless otherwise stated in the table below, and commences from the date of the invoice.

Product	Warranty Period
Industrial Scales and Controllers, Meteor Load Cells	24 months
Load Cells Star Range	15 Years

For products that fail to work from new (out of box failures) or are damaged on receipt, notification must be made to Minebea-Intec USA Inc within 7 days of the date of the invoice. We will either repair or replace the product. Minebea-Intec USA Inc will make the decision as to which action is appropriate.

In the instance where a carrier, not instructed by Minebea-Intec USA Inc, has damaged the product during transportation, the warranty will not apply.

In all cases the warranty is only applicable to the original purchaser and is not transferable, without prior written consent from Minebea-Intec USA Inc

## How to claim

To claim against the warranty please contact Minebea-Intec USA Inc and have the following information available:

- Part number of the product
- Serial Number
- Customer order number/invoice
- Number Date of purchase
- Brief description of the fault

Where appropriate we may try and help resolve the problem over the phone.

Where this is not possible we will either send an engineer (a local Distributor) to your site or we will ask you to return the product to us for a workshop repair.