

## Shipping and Return Policy

THIS IS A LEGAL DOCUMENT (“SHIPPING AND RETURN POLICY”) BETWEEN YOU (“BUYER”) AND SCALE CALIBRATORS, LLC (“SELLER”). PLEASE READ THIS AGREEMENT CAREFULLY. ACCESSING THE SCALECALIBRATORS.COM WEB SITE YOU INDICATE THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS AND AGREE TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT ACCEPT THIS AGREEMENT, DO NOT ACCESS AND USE THE SCALE CALIBRATORS, LLC WEB SITE DO NOT SIGN THIS LEGAL DOCUMENT. PLEASE NOTE THAT THE TERMS AND CONDITIONS MAY BE PERIODICALLY UPDATED AND MODIFIED, SO PLEASE BE SURE TO RECHECK THEM. BY ACCESSING AND USING SCALECALIBRATORS.COM, YOU ACCEPT, WITHOUT LIMITATION OR QUALIFICATION, THE PRESENT TERMS AND CONDITIONS. YOU ALSO AGREE TO SO ACCEPT FUTURE UPDATES AND MODIFICATIONS OF THE TERMS AND CONDITIONS.

### Shipping Policy

Scale Calibrators, LLC will ship using the best method available to be the most cost effective for you.

1. **AVAILABLE SHIPPING OPTIONS:** We offer ground and expedited shipping at checkout. Most items will ship directly from the manufacturer, multiple carriers may be used including FedEx, UPS, DHL, and the USPS. If Saturday delivery is needed, please contact us at sales@scalecalibrators.com. PO box address will not be accepted and orders will be canceled if a physical address is not provided within 48hours after purchase.
2. **FREE SHIPPING:** May be offered at the time of checkout.
3. **PRODUCT AVAILABILITY:** Unfortunately, at times, certain products may be out of stock at the manufacturing company; as such lead times may be indicated. In the unfortunate event a product is unavailable for delivery, we will promptly notify you and provide an estimated shipment date for those products which are not available. Where applicable, substitutions will be made available to you and can be substituted upon approval of the customer. However, if you can't wait or a substitution is not deserved, we will return your payment to you via the method originally used to place the order.
4. **TRACKING:** Once your order(s) has been shipped a tracking number will be sent to the email address provided at the time of checkout. Tracking numbers are generated immediately upon shipment from our inventory. For applicable drop-ship products, our suppliers will provide tracking information promptly, however, there may be a short delay from the time of shipment to the time the tracking number is provided to you.

### Return Policy

Our policy lasts 15 days. If 15 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Returns with valid proof of purchase will be exchanged, credited to your account or refunded via in-store credit based on the original method of payment unless noted in our Policy Exceptions. Returns made with a gift card or in-store credit will be refunded as in-store credit.

1. **CALIBRATION SERVICE:** Calibration reports are non-refundable.
2. **CUSTOM PRODUCTS:** No returns will be accepted for any products that were custom made to a customer's specific requests, including custom software.
3. **EXCESSIVE DAMAGE OR USE:** All original packaging and contents must be included with your return. In the event we receive a return that shows excessive wear, damage or signs of use, we reserve the right to deny your return.

4. **INTERNATIONAL ORDERS:** International orders are non-refundable.
5. **SHIPPING CHARGES:** Original shipping charges incurred on your purchase aren't refundable as part of your return or exchange.
6. **ADDITIONAL NON-RETURNABLE ITEMS:** Gift cards and Downloadable software products.
7. **SHIPPING/DELIVERY ISSUES:** If you receive an order damaged, incorrect, incomplete or is in need of replacement parts, contact customer service at (305)821-1100 within three days of receiving the item.
8. **PRODUCT WARRANTIES:** For warranty information, visit the manufacturer's website directly for specific information.
9. **HOW TO COMPLETE YOUR RETURN:** We require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer if sent back to the manufacturer we will not process the refund under no circumstances. No Cash refund will be issued. Returns are allowed only if nonconformity is substantial and noncurable. A "RETURN AUTHORIZATION" form obtained from Seller must be accompanied by Invoice Number and description of all defects of the goods on which the Buyer intends to rely. The failure of Buyer to comply with these conditions shall constitute irrevocable acceptance of the goods by Buyer and Buyer is barred from any remedy. All returns must be shipped back to Seller's headquarters. All goods returned must be clean, free of price tags, and packed neatly. Seller has the right to refuse any returned goods or to credit the Buyer with the lesser amount paid, if the goods are damaged through improper packing or improper display methods at Buyer's location.
10. **EVALUATIONS RETURN POLICY:** A 15% restocking fee will be charged if the goods are not rejected within the 7 days evaluation period.
11. **RIGHT OF INSPECTION:** Buyer shall have the right to inspect the goods on arrival and, within 7 days after delivery. Any rights of Buyer with respect to inspection shall be deferred until after payment of the purchase price.
12. **SHIPPING CHARGES OF RETURNED GOODS:** You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.
13. **REFUNDS:** Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.
14. **LATE OR MISSING REFUNDS:** If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [sales@scalecalibrators.com](mailto:sales@scalecalibrators.com).
15. **EXCHANGES:** We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [sales@scalecalibrators.com](mailto:sales@scalecalibrators.com).
16. **GIFTS:** If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you. If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.