

# Warranties



## DHH-10 Digital Home Health Scale

### STANDARD PRODUCT LIMITED WARRANTY

*Rice Lake Weighing Systems (Rice Lake) warrants that all Rice Lake brand equipment and systems properly installed by an Authorized Reseller or original equipment manufacturer (OEM) will operate per written specifications as confirmed by the Authorized Reseller/OEM and accepted by Rice Lake. The warranty on the DHH-10 Digital Home Health Scale is as follows:*

- **One-year limited warranty**

All systems and components are warranted against defects in materials and workmanship for two (2) year from the date of shipment from Rice Lake, unless otherwise stated in the product catalog or manual. Rice Lake warrants that the equipment sold here under will conform to the current written specifications authorized by Rice Lake. Rice Lake warrants the equipment against faulty workmanship and defective materials. If any equipment fails to conform to these warranties, Rice Lake will, at its option, repair or replace such goods returned within the warranty period subject to the following conditions:

- Upon discovery by the customer of such non-conformity, Rice Lake will be given prompt written notice with a detailed explanation of the alleged deficiencies.
- Individual electronic components returned to Rice Lake for warranty purposes must be packaged to prevent electrostatic discharge (ESD) damage in shipment. Packaging requirements are listed in the publication, "Protecting Your Components from Static Damage in Shipment," available from Rice Lake Equipment Return Department.
- Examination of such equipment by Rice Lake confirms that the non-conformity actually exists, and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair, or improper testing. Rice Lake shall be the sole judge of all alleged non-conformities.
- Such equipment has not been modified, altered, or changed by any person other than Rice Lake or its duly authorized repair agents.
- Cutting the load cell cable will void the warranty.
- Rice Lake will have a reasonable time to repair or replace the defective equipment. The customer is responsible for shipping the product to Rice Lake. Rice Lake is responsible for shipping the product back to the customer.
- In no event will Rice Lake be responsible for travel time or on-location repairs, including assembly or disassembly of equipment. Nor will Rice Lake be liable for the cost of any repairs made by others.
- On all intrinsically safe equipment, any field repair or modifications voids any and all warranties expressed or implied and void F.M. approval.
- Any loose hardware, screws, washers or non-ESD bags of hardware stored inside indicator will void warranty. This could cause harm to repair technician or damage CPU board.

- If just the board is sent in for repair, the serial number of the product the board is from should accompany the board.

These warranties exclude all other warranties, expressed or implied, including without limitation warranties of merchantability or fitness for a particular purpose. Neither Rice Lake nor Authorized Reseller will, in any event, be liable for incidental or consequential damages at the point of use.

Rice Lake and the customer agree that Rice Lake's sole and exclusive liability here under is limited to repair or replacement of such goods. In accepting this warranty, the customer waives any and all other claims to warranty.

Should the seller be other than Rice Lake, the customer agrees to look only to the seller for warranty 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 Rice Lake and the customer.

### CARRIER PRODUCT DAMAGE

As part of our commitment to customer satisfaction and in accordance with ISO 9001 standards, we make every attempt to pack our products so they will arrive in new condition. Occasionally due to rough handling or carelessness, product may arrive in a damaged condition. When this happens, don't assume that the shipment left Rice Lake in that condition or that the original packing was not sufficient.

The receiver, whether it is the Authorized Reseller or their customer, is responsible for making a notation of damaged or missing items when signing the carrier's delivery receipt. If you or your customer are not sure whether or not there is damage, we suggest adding a statement "CONDITION UNKNOWN" to the delivery receipt. In the event that damage or missing items are not properly documented at time of receipt, the carrier is relieved of responsibility and the receiver is then responsible for the cost to get the product back to new condition.

After the damage or shortage has been properly noted with the carrier, contact Rice Lake immediately and keep all the original packaging material for inspection by the carrier's representative. It is also helpful in the claim process to take pictures of the condition of the packaging and damage.

When drop-shipping items to your customers, it is imperative that you advise them of their responsibility in accepting shipments from common carriers. Even if the equipment is not expected to be installed or used for a period of time, the shipment must be inspected at time of receipt in order to preserve their rights for making a claim.