

Pocket Scales

Gem Testers

Accessories

DALMAN™



Selling Miniscales since 1989

Miniscales

Table-Top Scales

Gold Testers

Feb 2013

## DALMAN WARRANTY RETURN GUIDELINES

Dalman has a reputation for supplying reliable scales. However occasionally there are some scales which appear to be faulty so we offer a repair or replacement warranty for up to 3 years on all our scales from date of purchase.

The faulty scale can be sent back to Dalman to be repaired or replaced. However before it is returned at the cost of customer, we would like to suggest two easy actions to confirm that the scale is no longer working accurately:

- Check and replace old batteries if appropriate;
- Calibrate using the operating instructions in each carton;  
(If not available please call Dalman on 01628 819406 to confirm procedure)

If scale is still not working please post or courier the scales to:

Dalman (Import & Export) Ltd  
Unit 11, Wooburn Industrial Park  
Wooburn Green  
Bucks HP10 0PE

We will check the scale to confirm if the model is to be repaired or replaced. The returned or replaced scale will normally be sent with your next order.

### **Please note the terms and conditions of the warranty replacement:**

- Each scale must have been purchased within 3 years of return;
- Any defects created by misuse, abuse, neglect, or contamination with unknown substance is not covered;
- Faults due to overload or physical damage is not covered under warranty;
- We reserve the right to replace a similar model if model has been discontinued;
- Any models which have not been supplied by Dalman will be returned unchecked;
- Old and discontinued models will be returned.

### **Tanita Models:**

- If the LOT number in the battery compartment has been removed, the warranty becomes invalid;
- Any Tanita out of manufacturer warranty - 3 years - will be returned and not replaced.

**PLEASE RETURN ANY FAULTY SCALES WITHIN SIX MONTHS TO HELP DALMAN TO REPLACE WITH SIMILAR AND CURRENT MODELS**

J/Operations/Warranty/Guidelines Feb 2013

Company Registration No. 1169794  
VAT Registration No. GB 452 9666 16

DALMAN (IMPORT & EXPORT) LIMITED  
Unit 11 Wooburn Industrial Park  
Wooburn Green  
Buckinghamshire, HP10 0PE  
Phone: + 44 (0)1628 819406 Fax: +44(0)1628 523209  
E-mail: info@dalman.com Web: www.dalman.com