

Pocket Scales

Gem Testers

Accessories

DALMAN™



Selling Miniscales since 1989

Miniscales

Table-Top Scales

Gold Testers

November 2013

## **WARRANTY RETURNS AND COUNTERFEIT PRODUCTS**

### GENERAL WARRANTY ISSUES

Some of our customers have asked us for advice on how they can instruct their own customers to process warranty claims. In response, we have drawn up two sheets giving advice on what points should be considered for return by the public to the shops from which they bought the product. One sheet covers scales and the other sheet covers gold and gem testers; these sheets are attached and can be used to advise your customers.

In an effort to save **EVERYONE'S** time, effort, energy and money; Before considering returning potentially faulty products, here are our most common examples of basic warranty returns that will be denied.... these should **NOT** be returned:

- \*SIMPLY NEEDS NEW BATTERY
- \*BATTERIES IMPROPERLY INSERTED
- \*SCALE NEEDS TO BE RE-CALIBRATED
- \*HAS BEEN DAMAGED OR ABUSED
- \*CONTAMINATED WITH POTENTIALLY ILLEGAL SUBSTANCES

For a product to be sent from a consumer in "ABC" town to a shop in "XYZ" city to the distributor in "ANYTOWN" and then to Dalman only to be a warranty denial, and then returned back again for no purpose... **COSTS ALL CONCERNED TIME AND MONEY**

### NEW CHARGES FOR GOLD AND GEM TESTER REPAIRS

The manufacturer has decided that new charges will be imposed for fitting replacement nibs on gem testers or replacing the gold leaf wells in gold testers, as they consider neither of these problems warranty issues.

For all models of Diamond and Moissanite Testers the testing procedure doesn't require any pressure to be applied between the nib and the stone. When testing a stone it is important that the stone is clean and free from any oil or dirt and the nib only needs to touch the stone. Bent and broken nibs are due to lack of care, **NOT** a manufacturing fault. Similarly with the well of Gold Testers, the gold leaf on the base of the well is fragile and therefore needs to be carefully cleaned with a damp cloth after each use.

The charges which will apply in future are as follows:

DN-1 Diamondnrite Jewellery Tester	€20
MP-2 Diamond Tester	€20
MT-1 Moissanite Tester	€20
M-24 Gold Tester	€40
TD-1 Diamond Tester	€12
TM-1 Moissanite Tester	€12
TC-1 Combined Tester	€12

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### **WARRANTY RETURNS AND COUNTERFEIT PRODUCTS (page 2)**

Unless a customer specifically asks for his own tester to be returned to him, customers will receive a tester that has already been refurbished by the manufacturer and which can usually be supplied from our stock here at Dalman.

Customers who insist on their own tester being returned to them will be charged the above prices but in addition the cost of shipping in both directions. It is suggested that the customer should first be provided with a quotation which, depending on the customer's location and factory location, could be more than the cost of a new tester.

#### **TANITA WARRANTY RETURNS**

Tanita currently offer a three year warranty period and the age of all Tanita scales can be identified from the Lot Numbers which appear on the base of the scale or in the battery compartment. Very few genuine Tanita miniscales are returned under warranty and some units purchased in the 90s are known to be still in use. So if one of your customers wants to return a Tanita scale we suggest you ask them for the Lot No. and contact us with the details. This will enable us to tell the age of the product and will also give us an indication whether the item might be counterfeit.

#### **COUNTERFEIT PRODUCTS**

Our own Myco MZ and On Balance Champion scales have been copied and you should check if there are any obvious differences in the models which your customers are trying to return. Check that the cartons appear to be identical to your own Myco/On Balance stocks and for any significant differences inside the battery covers.

Tanita miniscales being the most popular miniscales ever marketed and of course are prone to the highest level of copying. Fakes of the Model 1479V and other models have been on the market for almost ten years and during this period we have sent out many warnings to our customers.

A flyer with details of the latest batch of fakes is enclosed. The Tanita Lot Number on all of this batch of fakes seen so far is No. 4470821. The best way to identify a fake is to remove the weighing platform and check what is inside. However please note that it is **only the Model 1479V** that can have its weighing platform removed for inspection. **Removing the weighing platform of any other Tanita model may damage the scale.**

If any of our customers have information on who is soliciting these fakes please let us have details so that we can help Tanita with this ever growing issue.