



## RETURNS POLICY

- Customer must call in or e-mail Cardinal, Detecto, or Belt-Way's Customer Service Dept. and request a Return Authorization (RA) number. All approvals are determined in accordance with the current company warranty policy for that respective product.

### **Cardinal Customers**

E-mail: [cardinal@cardet.com](mailto:cardinal@cardet.com)

Toll-free: 1-800-441-4237

### **Detecto Customers**

Email: [detecto@cardet.com](mailto:detecto@cardet.com)

Toll-free: 1-800-641-2008

### **Belt-Way Customers**

Email: [sales@beltwayscales.com](mailto:sales@beltwayscales.com)

Toll-free: 1-815-625-5573

- Customer must provide original sales order or purchase order number at time of request for RA.
- Product must be packaged for return, either in original packaging or in packaging that will prevent damage in transit.
- RA number must be written on the outside of the packaging and/or the shipping label must be attached as provided on confirmation paperwork from customer service. Not properly identifying the item will slow the return process.
- A minimum 25% restock fee applies to any item returned for any reason other than manufacturing defect.
- A reduced restock of 10% will be offered if a re-order of greater value is placed at the time the RA is requested. The returned item must be returned in good unused condition and packaged appropriately to prevent damage in return shipment.
- Calling the Tech Support Dept. or returning the product at Tech Support's recommendation does not waive the requirements for proper packaging or how restock is applied.
- Manufacturing defect is determined at the time the RA is received by Cardinal/Detecto and evaluated by Quality Assurance.
- Cardinal/Detecto Scale is the sole judge of what constitutes a manufacturing defect.
- RMAs must be returned within 60 days or the RMA will be cancelled and not reissued. You will be liable for the balance due as no credit will be applied.

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