

Product and Parts Return Policy

PLEASE READ CAREFULLY AS PROCESSES HAVE CHANGED

At METTLER TOLEDO, our first priority is making sure our customers receive quality products and the support necessary to fully realize the value of our products. Our customer service representatives and technical support staff are committed to providing you with excellent service.

The METTLER TOLEDO return program is intended to make product and parts returns efficient, fair and standard across North America Business Areas and with all our customers.

I. Return Policy - Item Failure or Incorrect Shipment

If a standard item purchased from METTLER TOLEDO does not function properly or an incorrect item is shipped, please call the appropriate customer service number below **within 21 days of shipment from METTLER TOLEDO** and follow instructions to return the item.

Lab Products: (800) 638-8537

Industrial Distributors: (800) 786-0036

Industrial End Users: Call your sales representative or (800) 523-0038

Parts Returns: (800) 848-3992

Retail Products: (800) 848-6981

Strategic Accounts: (800) 786-0812

Please follow the guidelines below when returning an item. METTLER TOLEDO reserves the right to refuse receipt and return shipment at customer expense if these guidelines are not followed:

1. Call the number above and obtain a Return Authorization Number (RAN) **within 21 days of shipment from METTLER TOLEDO to a customer, and within 30 days of shipment from METTLER TOLEDO to an authorized distributor.**
 - a. Customer service will email or fax a proper shipping label with the RAN.
 - b. RAN must be visible on packaging to be processed properly.
2. Place return items in the original packing materials and box. It is important to carefully repack the item so as to prevent freight damage or electrostatic discharge in transit.
3. Please include all equipment, manuals, peripherals and accessories.
4. Please use the official return label, sent by METTLER TOLEDO customer service. Be sure the label is in an easily identified spot on box top.
5. Please ship returned item within 10 days of receiving the RAN.

You may be billed for a replacement product but will be provided credit once METTLER TOLEDO receives, inspects and verifies the return. Once METTLER TOLEDO Returns Department approves the returned item, you will be entitled to full credit or replacement equipment if the return was a result of item failure or an incorrect shipment.

Repair Service

METTLER TOLEDO provides timely and quality repairs for our products. Prior to returning a product for repair, our customer service and technical support personnel will work with you to try to fix the issue on-site.

Our service department is staffed Monday through Friday 8:00 am to 6:00 pm EST. Technical support can be obtained via phone, email or fax.

II. Return Policy - All Other Returns

Should a customer decide, after an item is purchased and shipped, they no longer need or want the item, our Return Policy and Procedures below will guide you through the process. METTLER TOLEDO reserves the right to refuse receipt and return shipment at customer expense if these guidelines are not followed.

For items not a result of product failure or incorrect shipment, customer will receive full credit, less a 15% re-stocking fee (minimum re-stocking fee: \$200). The customer will not be credited for return-freight charges and customer will be responsible for return freight charges.

Proper Credit

To receive proper credit, the following guidelines must be met:

1. Customer has contacted METTLER TOLEDO customer service and obtained a Return Authorization Number (RAN) within 21 calendar days of shipment to a customer or within 30 calendar days of shipment from METTLER TOLEDO to an authorized distributor.
2. Item is not custom-made, i.e. made for only one customer, required alteration or engineering of a standard product.
3. Item is returned in original packing materials and box.
4. Item is returned with all equipment, manuals, peripherals and accessories originally sent with the item.
5. Item is affixed with an official return label containing RAN sent by METTLER TOLEDO customer service.
6. Item is shipped back to METTLER TOLEDO within 10 days of receiving the RAN.
7. Customer has paid freight charges for the return.
8. Item is in "new" condition, which means unopened or all the following applies to the item:
 - a. Item has not been used.
 - b. Item has passed all tests, metrics and inspection.
 - c. Item shows no sign of wear, debris, oil, scratches, foreign substances and dust.
 - d. Item shows no sign of use.
 - e. Item includes all manuals, peripherals and accessories.

Industrial Floor Scales

Additional repair and repainting charges may apply in addition to standard restocking charges. Charges will be at standard rates.

Notice to Customer:

We will be making great effort to ensure the returns process is fair, efficient and clearly communicated to our customers and distributors. We will keep you notified throughout the process by either the email address or phone number you provide. Please allow 21 days for us to receive, process and provide proper credit for your return.