



## Exchanges:

If you need to exchange a digital readout scale or display, simply return the part back to us and as soon as we receive it, we'll send the correct size part out to you. **Over-sized scales (scales larger than 800mm) are not eligible for exchange.** Shipping costs are the responsibility of the Customer. Scales must be returned in original, unused, new condition, in original, *unmarked*, undamaged boxes and *all original* packaging materials. *Please* do not send scales back in their original, unprotected boxes before double boxing them. **Again, please make sure and double box all returned items. Returned items that are not double boxed cannot be returned for exchange.** Whichever carrier you choose, we highly recommend purchasing insurance.

Please do the following if you need to return a scale in exchange for another size scale:

1. Put everything back in the *original scale boxes* as best you can.
2. **Please rubber band the scale box closed - Please do not tape the box closed.**
3. Place the original scale box inside of your larger shipping box.
4. Place a copy of your receipt with a brief explanation of what you would like us to do inside the box. Something like "Talked to Bill and need to exchange this 300mm scale for a 250 because this scale is too long" would be perfect.
5. Send it back to us at the following address:

**DRO PROS**  
4992 Allison Parkway Suite G  
Vacaville, CA 95688

6. An "RMA" or Return Merchandise Authorization number is not required, but please call us first and do remember to enclose a copy of your receipt. It makes the return process easier for us and hence quicker for you.

All exchanged digital readout scales are subject to a \$20 restock fee. This may be waived based on what condition we receive the scale, please see the above "Please do the following..." for guidance on how best to avoid the \$20 charge.

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