

Warranty, Repairs & Returns

• **CAS/Dealer Partnership:** Dealer partners are critical to helping sell and support CAS products throughout the USA and Canada. In return, CAS is committed to supporting dealers with high quality products and technical support, so that they can achieve the highest profit margins available today in the weighing and measurement industry.

CAS Corporation makes its products available through multiple channels via Authorized Servicing Dealers or Authorized Non-Servicing Dealers.

• **Servicing Dealer Attributes:** To be considered an Authorized CAS-USA Servicing Dealer, all of the following attributes must be met, otherwise a dealership will be designated as an Authorized Non-Servicing Dealer:

- Service Technician(s) on staff
- Building/Shop
- Provide Field Support
- Responds to customers technical inquiries
- Provide superior customer service which includes product knowledge, order management and product return management.

• **Obligations of Servicing Dealer**

- Must provide superior customer service which includes product knowledge, order management, and product return management.
- Technical support including both phone, email, & on-site to the end-user customer is the responsibility of the Authorized Servicing Dealer. This includes drop shipments. If the Authorized Servicing Dealer's customer calls, emails, or chats CAS for technical support, the customer will be directed back the Servicing Dealer.



• **Obligations of Non Servicing Dealer**

- Must provide superior customer service which includes product knowledge, order management, and product return management.
- Can sell only products in product groups outlined in the signed Dealer Agreement if productized services as outlined below are not advertised.
- Non-Servicing Dealers must include productized services on specified products in the current CAS Product Catalog and/or CAS website (eg. CL Works Pro - Database Set Up, CL Series wireless setup, Installation & Calibration, etc.). Productized services are to be performed by a CAS Authorized Servicing Dealer local to the selling dealers end-user customer or a representative of CAS. The productized services list is available at www.cas-usa.com or call 800.223.4227
- CAS Corporation will provide limited technical support - basic troubleshooting, initial set up questions, basic user procedures. If on-site support is required, it is the responsibility of the selling dealer to make all the necessary arrangements with a local servicing dealer to properly support the end-user. Warranty issues will be addressed on a case by case basis.

Warranty

- All scales covered under the original CAS warranty period (See CAS Limited Warranty Period list) will be repaired or replaced free of charge in the case of defects in material and/or workmanship providing the CAS product and/or part was installed by a trained Authorized CAS Dealer.
- The CAS warranty covers equipment that has been installed and tested by an authorized scale technician/reseller. This includes drop shipments. In the event of a suspected malfunction, the on-site dealer must work with the CAS Service Department to determine the cause of the malfunction and the steps necessary to repair or replace the defective unit.
- Parts (including print heads) and repairs are covered under a 90 day limited warranty period. Only stainless steel, hermetically sealed load cells in wash down applications are covered under the CAS Limited Warranty program.
- Rechargeable battery warranty is 90 days. Batteries are a consumable item which degrade with time and use. CAS will replace the rechargeable battery if it is determined to be defective within 90 days from the date of purchase.

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CAS Corporation is the sole arbiter in determining if a CAS product or part requires warranty repair.

- **Calibration:** Calibration procedures can be obtained by either calling (800) 223-4227 or visiting www.cas-usa.com. Match calibration is available as an option for drop ship requirements. Match calibration does not indicate that the scale has been certified for commercial use. All commercial applications require that the scale be installed by a licensed scale service technician according to your local weights and measures regulations. **Please note: Calibration is not covered under warranty.**
- **Out of Box Failures:** Any CAS product that does not operate as advertised, whether it was sold as a factory calibrated unit or as a scale that requires scale calibration in order to be put in service, will be deemed an out of box failure (OBF). If you believe you have an OBF, please contact technical support at 800.223.4227. If the product is determined to be an out of box failure, you will be issued an RA# along with a return shipping label for non-freight products. You must submit a purchase order for the replacement scale referencing the OBF RA#. Full credit on the OBF product will be issued once the unit arrives and is inspected by a CAS technical support representative. CAS reserves the right to contract with an authorized trained service representative to diagnose/repair any suspected OBF product in the field.
- **International Shipping:** CAS Corporation is not responsible for any freight charges on any international warranty claims. The dealer assumes all responsibility.
- **Warranty Period for Inventoried Products:**
 - **One year warranty period:** 18 months from shipment or 12 months from installation - whichever comes first. From 12 months to 18 months, a customer sales invoice must be provided.
 - **Two year warranty period:** 30 months from shipment or 24 months from installation - whichever comes first. From 24 months to 30 months, a customer sales invoice must be provided.

Repairs

- **Repair Policy:** It is the policy of CAS Corporation to repair and ship all repairs within 5 days of receipt. The above mentioned turnaround time assumes the unit was sent with all required documentation and is subject to CAS verification of warranty. In the unusual case of a delay in service resulting from a parts backorder, insufficient documentation, missing parts, etc., the Dealer will be contacted immediately and given an estimated turnaround time. On warranty repairs, the Dealer/Customer is responsible for shipping to CAS Corporation. CAS Corporation is responsible for return shipment to Dealer/Customer. Scales that are returned for repair will be held for 90 days after a quote has been submitted to the dealer for approval. CAS will not keep possession of a dealer's product for more than 90 days.
- **Parts & Labor:** Charges for replacement parts used for warranty repair will not apply if the repair is done at CAS Corporation facility. If a Dealer replaces a warranty part in the field, the Dealer will be given the credit for the cost of the part, assuming the defective or damaged part is returned with the proper scale information under a return authorization number (RA #) for the part. **CAS does not reimburse Dealers (or others) for their travel time and/or labor when performing a warranty repair in the field.**
- **Labor Rates:**
 - In-house service repair: 80.00/hr (min. 1 hour)
 - In-house evaluation: 80.00/hr (min. ½ hour)Labor charges do not apply to repairs that are done under warranty.

All billable repairs must be agreed to in writing, (eg. email, signed estimate, etc.) before work will begin.

Returns

- **Returns:** No merchandise may be returned without prior authorization from CAS Corporation.
 - All returns must be arranged in advance by CAS Corporation's Technical Service Department.
 - All returns must have a Return Authorization (RA) number displayed prominently on the shipping box.
 - All returns for credit, replacement or repair must refer

For up to date Terms & Conditions and Warranty, Repairs, & Returns, please visit www.cas-usa.com



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to the RA# supplied. RA Forms must be filled out completely and included with your return shipment. PLEASE BE ADVISED: The issuance of an RA# does not insure credit will be given. All returns are evaluated upon receipt to determine the amount of credit, if any, will be given.

- Merchandise sold on a non-returnable basis may not be returned. (See Non-Returnable Products)
 - Return authorizations are only given to authorized dealers. End-users can ship directly to CAS Corporation as long as all return authorization shipping guidelines are communicated to the dealer.
 - *All returns are subject to a minimum re-stocking fee of 15%. New scales returned without original packaging and/or accessories, manuals, etc., will be subject to a higher restocking fee. Credit will not be given on any product(s) returned that can not be refurbished and re-sold as new.*
 - Freight charges will not be credited on any RA return approved for credit for any reason unless the return is to due an out of box failure.
 - Returns must be made within 30 days of the issuance of the Return Authorization to be eligible for credit.
 - CAS is not responsible for any loss of data. Please back up data, if applicable, before returning the scale.
 - **Non-Returnable Products:** The following items can not be returned for any reason:
 - Used scales
 - Special Orders
 - Products purchased 6 months or greater past the purchase date.
 - **Shipping Damage Claims Procedures:** Inspect merchandise as soon as delivery is received. If the merchandise appears to be damaged, please refuse delivery.
 - Contact CAS at (800) 223-4227 within 5 business days of receiving shipment
 - CAS will file a claim with the carrier
 - CAS will ship a replacement product.
- If concealed loss or damage is discovered -
- Save all items pertaining to the shipment including the product, original box, and any other packaging material in which the product arrived.
 - Contact CAS at (800) 223-4227 within 5 business days of receiving shipment

CAS-USA LIMITED WARRANTY PERIOD

Model	Years	Model	Years
AP Series	2	Mounts	1
Beacon Series	2	NC-1 Series	2
BW Series	2	PB Series	1
Caston II Plus	2	PD-II	2
Caston III Plus	2	Printers	
CCB Series	2	- DT2X/4X	1
CI-100A	2	- ZX1200/1300	1
CI-200 Series	2	- TMU295	1
CI-2001 Series	2	PW-II	1
CL5500	1	R2 Series	2
CL7200	1	R400 Series	2
CPS 1/2	2	RW-S/L	2
CPS Plus	2	RW-X200/300	1
CRD Series	2	S-2000	2
CWP	2	S2000 Jr	2
D732/D841	2	SC Series	2
DL Series	2	SW Series	1
EB Series	2	SW-Z Series	1
EC-2 Series	2	SW-RS Series	1
Enduro Series	2	SW-1W Series	1
ED Series	2	TM Series	2
ER Jr	1	Tracker	1
GW Series	2	Transit 2	1
HFS Series	2	X320	2
HFS-SS Series	1	XE-Series	2
Load Cells	1		
LP-1000N/NP	1		

- CAS will file a claim with the carrier
- CAS will ship a replacement product.

It is important that all claims must be made within 5 business days of delivery. For more details on shipping damage claims procedures, please visit www.ups.com, www.fedex.com or call (800) 223-4227.

- **Dealer Support:** For service or support, call (800) 223-4227 or go to www.cas-usa.com and log into the **Authorized Dealers** section of the website. If you do not have a login account set up, please visit www.cas-usa.com and click on Create Dealer Account under the Account link in the header.