



ADVANTAGES

- Complete coverage against Manufacturing Defects
- Extend warranty on your Load Cell or System Package (Load Cell with Instruments, Services and Accessories)

PEACE OF MIND

- FUTEK's Technical Staff to help you troubleshoot
- Product shipped back free of charge if Manufacturing Defect found.

Regardless of your Load Cell's application, you'll want to take as many measurements to protect your products. We know how critical these Load Cells are to your system and that no down time is afforded. With the Extended Warranty program you can extend the warranty against Manufacturing Defects to three (3) or five (5) years from the Load Cells shipment date. You can be assured that you're in good hands as FUTEK's Support Team will take every action to help remedy any complication.

Whether you're purchasing a Load Cell or a complete System Package you have the option of extending the warranty for up to 5 Years. If you want to extend the warranty on your System Package, which includes your Instruments, Accessories, and Services you can. You choose what works best for you! Since FUTEK has designed and manufactures its Load Cells, it can give you the best support when you need it.

Option 1	Standard Warranty	Three-Year Extended Warranty			
Option 2	Standard Warranty	Five-Year Extended Warranty			
		1 year	2 years	3 years	4 years

Standard Warranty

Our standard 1 year warranty guarantees that each product delivered meets published specifications and is free of defects in material and workmanship under normal use and service for a period of one year from date of shipment. FUTEK is not liable for any collateral or consequential damages resulting from the use of our products, whether they are operating properly or not. FUTEK's sole liability shall be the purchase price of the product which will be covered under normal warranty policies. "Manufacturing Defects" excludes failures resulting from customer misuse, overload, or abuse of the products as determined by FUTEK's evaluation of the returned sensor.

Extended Warranty

The extended warranty offers the above terms to 3 and 5 year increments which is based on shipment date of product.

If you have questions or concerns regarding this program please contact us for further support at (949) 465-0900.

Returns (RMA)

If you suspect that your product is malfunctioning and need to be returned, you will need to contact our Sales Associate so an RMA number can be issued. Please do not send in any parts until an RMA number has been issued. Once the RMA has been issued, please send us your product. To avoid processing delays, please be sure to include: purchase order number, invoice number, name, address and phone number, model and serial number, and the repair instructions. The RMA number should also be clearly marked on the outside of the shipping container. Packages returned without an RMA number will be refused. Goods returned for credit must arrive, freight prepaid and if acceptable for re-stock, the following restocking fees will apply with a minimum of \$150.00 or 20% (whichever is greater):

- 1 – 30 Days = 20%
- 31 – 60 Days = 40%
- 61 – 90 Days = 60%
- 91 – 120 Days = 80%

Important Note: No credit will be issued for anything over 120 days or any special/custom design orders (Including all Q#'s).