

# PROCEDURES FOR RESELLERS

## Cases such as:

### Warranty assessment – Repair handling – Service case

#### Warranty period:

Scales and components for Industry/Retail/Lab: 1 year from delivery date from LW's warehouse.  
Personal scales: 2 years.

**Always contact** Lidén Weighing for case evaluation.

## In case of a complaint from your customer

- ✓ Perform basic troubleshooting of the product: ensure correct battery/power supply is used, check connections and function buttons.
- ✓ Contact Lidén Weighing before sending anything. Call +46 322 442 00 or email [support@liden-weighing.se](mailto:support@liden-weighing.se) for further contact and evaluation.
- ✓ Lidén Weighing's Warranty/Repair document must always accompany the returned product.

To ensure a quick resolution, we need all the above information in order to begin assessment/repair of the product.

If accessories such as an adapter are missing for troubleshooting/repair, LW can arrange to supply these after agreement with the customer. These items will be charged to the customer.

#### Packing instructions:

**To avoid transport damage** - use the **original** packaging of the scale whenever possible to protect it during transport to us.

Remove the weighing plate if possible and pack both the plate and the scale so that everything is stable and well protected against shocks, etc.

All components belonging to the scale must be included to ensure a complete repair. LW reserves the right, as supplier, to determine whether the scale is covered by warranty or not.

If the returned product is found not to be covered by warranty, LW can arrange repair after communication with the reseller.

## WARRANTY TERMS

The warranty period is 1 year from invoice date, 2 years for medical scales, and covers any manufacturing or design defects. Perform basic troubleshooting of the product, e.g. ensure correct battery/power supply is used and functioning, check connections and function buttons. Contact Lidén Weighing before sending anything. Call +46 322-442 00 or email support@liden-weighing.se for assessment.

It is important that this form is filled in correctly and accompanies the returned product. **NOTE: Include the adapter with the scale!**

BY LIDÉN WEIGHING	WARRANTY	REPAIR	SERVICE	CASE No.
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## PRODUCT INFORMATION (completed by customer)

BRAND/MODEL	SERIAL NUMBER
PURCHASE DATE	RESELLER

## RESELLER CONTACT DETAILS

COMPANY NAME
COMPANY REGISTRATION No.
ADDRESS
POSTAL CODE CITY
INVOICE EMAIL ADDRESS
CONTACT PERSON
PHONE/MOBILE
EMAIL

## DESCRIPTION OF THE CASE (completed by user)


DO YOU WANT A COST ESTIMATE IF THE REPAIR IS NOT COVERED BY WARRANTY?	YES	NO
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## ACTION TAKEN BY LIDÉN WEIGHING

RECEIVED AT WORKSHOP, DATE:		
ADAPTER INCLUDED	YES	NO
CUSTOMER CONTACTED REGARDING QUOTATION, DATE:		



0322 442 00  
info@liden-weighing.se

Lidén Weighing  
Sandbergsvägen 3D  
441 39 Alingsås