



Terms and Conditions

ScaleSurance - 2-Year Extended Warranty

Pelstar, LLC/Health o meter® Professional offers the ScaleSurance Extended Warranty to original purchasers of Health o meter® Professional scales. It is available for any scales with an original Limited Warranty of two (2) years. ScaleSurance allows customers to continue receiving the high level of protection afforded them under their original warranty for two (2) additional years. ScaleSurance coverage begins on the final date of the Limited Warranty.

Who is covered?

This 2-Year Extended Warranty applies to the original purchaser of the Health o meter® Professional product(s) and only for those product(s) with a serial number(s) that has been activated for the original Limited Warranty and the ScaleSurance Extended Warranty program. Pelstar, LLC/Health o meter® Professional Dealers and Distributors do not have the right to alter, modify or in any way change the terms and conditions of this warranty.

What does the Extended Warranty Cover?

As provided in the Limited Warranty, Health o meter® Professional scales are warranted against defects of materials or in workmanship. Pelstar, LLC/Health o meter® will determine whether a defect of material or workmanship exists, and the remedy will be replacement of the scale at no charge. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. All replaced parts are covered only for the extended warranty period.

What is excluded?

As provided in the Limited Warranty, ScaleSurance does not cover normal wear of parts or damage resulting from any of the following: negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, abuse including tampering, damage in transit, or unauthorized repair or alternations. Further, the warranty does not cover natural disasters, such as fire, flood, hurricanes and tornadoes. This warranty gives you specific legal rights, and you may also have other rights that vary from country to country, state to state, province to province or jurisdiction to jurisdiction.

To get Warranty Service make sure you keep your sales receipt or document showing proof of purchase.

Call (+1) 800-638-3722 or (+1) 708-377-0600 to receive a return authorization (RA) number, which must be included on the return label. Attach your proof of purchase to your defective product along with your name, address, daytime telephone number and description of the problem. Carefully package the product and send with shipping and insurance prepaid to:

Pelstar, LLC

Attention R/A# _____

Return Department

9500 W. 55th St.

McCook, IL 60525

If your scale is not covered by warranty, or has been damaged, an estimate of replacement costs will be provided to you for approval, prior to replacing.



PELSTAR, LLC

9500 W. 55th St. • McCook, IL 60525 • USA

1-800-638-3722 or 1-708-377-0600

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