CUSTOMER POLICIES

Return, Exchange and Refund Policy

Clear information about return eligibility, RMAs, restocking fees, return shipping, freight damage, defective products, exchanges and refunds.

EFFECTIVE DATE

September 2, 2026

LAST UPDATED

September 2, 2026

RETURN WINDOW

30 Calendar Days

RESTOCKING FEE

10–20%

RETURN WINDOW

30 Days

From the date the eligible product is received

RMA REQUIRED

Always

Written authorization required before shipping a return

RESTOCKING FEE

10–20%

Applies to approved non-defective returns

REFUND REVIEW

~3 Business Days

Typically initiated after inspection and approval

Obtain an RMA before shipping anything back

Unauthorized returns may be refused. The correct return destination varies by product and manufacturer—do not assume the Las Vegas address is the return destination.

REQUEST AN RMA

1

Submit Request

Provide the order number, reason for return and supporting photographs.

2

Receive RMA

Prime USA Scales confirms eligibility and provides the authorized return destination.

3

Ship Securely

Package, insure and track the authorized return as instructed.

4

Inspection & Refund

Approved refunds are typically initiated within three business days after inspection and approval.

01 Return Eligibility and Window

Unless a different return period is stated on the applicable product page, quote, invoice, order acknowledgment or other Order document, an eligible standard product may be returned within **30 calendar days after the Customer receives the product**.

Every return requires prior written approval and a Return Merchandise Authorization (RMA). Products shipped without an RMA may be refused and returned to the sender at the Customer's expense.

The 30-day return period applies only to eligible standard products. Custom, made-to-order, configured and other nonreturnable products identified in Section 7 are excluded from standard non-defective returns.

GENERALLY ELIGIBLE

- ✓ Standard stocked products
- ✓ Requested within 30 calendar days after receipt
- ✓ Unused, complete and unmodified
- ✓ Clean and resalable
- ✓ Original packaging, components and accessories included

GENERALLY NOT ELIGIBLE

- × Custom or made-to-order products
- × Truck scales and aircraft scales
- × Installed, altered or used products
- × Specially calibrated, programmed or configured products
- × Used, clearance, as-is or designated final-sale products

This summary is for reference only. The approved policy language in Sections 1 and 7 controls eligibility. Contact us if you have questions about a specific product.

02 Product Condition Requirements

To qualify for a standard non-defective return, the product must be:

- Unused and not placed into service;
- Complete and unmodified;
- In clean, resalable condition;
- Returned with its original packaging, labels, manuals, cables, components and accessories; and
- Free from damage occurring after delivery.

Opening packaging solely to perform a reasonable initial inspection does not automatically make a product nonreturnable. However, a product that has been installed, calibrated after delivery, altered, programmed, damaged, contaminated, placed into service or used beyond reasonable inspection is not eligible for a standard non-defective return.

Prime USA Scales will inspect all returned products before approving a refund or exchange.

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03 How to Request an RMA

To request a return or exchange, contact Prime USA Scales before shipping anything back:

- **Online:** Request an RMA
- **Email:** returns@primeusascales.com
- **Telephone:** (800) 917-7205

Include the following information in your request:

- Order or invoice number;
- Purchaser's name and company;
- Product model and serial number, when applicable;
- Reason for the requested return or exchange;
- Whether the package has been opened or the product has been installed or used;
- Photographs of the product and packaging; and
- A description, photographs and video of any alleged defect or damage.

If the request is approved, Prime USA Scales will provide an RMA number, the authorized return destination and shipping instructions. **Do not ship a product to the Las Vegas address or any manufacturer without written return instructions.** The correct return destination may vary by product and manufacturer.

> An RMA authorizes the product to be sent for inspection. It does not guarantee that the return, warranty claim, exchange, credit or refund will be approved.

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04 Restocking Fees

10–20%

RESTOCKING FEE FOR APPROVED NON-DEFECTIVE RETURNS

The applicable fee depends on the product, manufacturer requirements, packaging condition and whether inspection, testing, repackaging or reconditioning is required. This range does not represent the only deduction that may apply.

Prime USA Scales will identify the expected restocking fee when the RMA is issued when reasonably practicable. The final amount may be adjusted if inspection reveals missing components, damage, use or a condition materially different from what the Customer disclosed.

Products that do not satisfy the eligibility and condition requirements may be refused or may receive a reduced credit if Prime USA Scales agrees in writing to accept them.

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05 Return Shipping and Risk of Loss

For an approved non-defective return:

- The Customer is responsible for all return packing, insurance and freight charges;
- Original outbound shipping and special-delivery charges are nonrefundable;
- The Customer assumes the risk of loss or damage during return shipment; and
- Collect or cash-on-delivery shipments will not be accepted unless Prime USA Scales authorizes them in writing.

The Customer must package the product appropriately for its size, weight and sensitivity. Products shipped by freight must be secured to an appropriate pallet or crate. The Customer should use a traceable, adequately insured shipping service and retain the shipping receipt and tracking information.

Return-shipping responsibility for an incorrect product or verified defect is addressed in Sections 8 and 9 and may depend on the applicable written warranty.

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06 Missing Items, Damage and Deductions

Returned products are inspected for condition, completeness and operation. Prime USA Scales may deduct reasonable amounts from an otherwise approved refund or credit for:

- Missing accessories, cables, manuals, parts, packaging or components;
- Damage occurring after delivery or during the Customer's return shipment;
- Cleaning, testing, repackaging or reconditioning beyond the work reflected in the standard restocking fee; or
- A condition that materially reduces the product's resale value.

If the product is ineligible or materially different from the condition represented in the RMA request, Prime USA Scales may reject the return. If rejected, the Customer is responsible for shipping the product back and for any related storage or handling charges permitted by law.

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07 Nonreturnable and Final-Sale Products

Except for verified defects covered by an applicable written warranty and rights that cannot legally be waived, the following are **not eligible** for a standard return, exchange or refund:

- Custom-manufactured, made-to-order or customer-specific products;
- Truck scales and aircraft scales;
- Used, clearance or properly disclosed as-is products;
- Products specially calibrated, programmed, modified, serialized or configured to Customer-specific requirements beyond standard factory configuration;
- Consumables, single-use items and batteries after they have been opened or used, subject to applicable warranty rights;
- Products that have been installed, placed into service, altered, contaminated, overloaded, misused or damaged after delivery;
- Products missing required labels, serial numbers, components, manuals, accessories or original packaging;
- Products with broken tamper-evident or manufacturer seals when the broken seal affects safety, warranty eligibility, regulatory compliance or resale; and
- Products identified as nonreturnable or final sale on the applicable product page, quote, invoice, order acknowledgment or other Order document.

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08 Incorrect Products or Order Errors

If Prime USA Scales ships a product that does not match the accepted Order, contact us promptly and do not install, modify or use the product. We will verify the discrepancy and provide instructions.

For a verified Prime USA Scales shipping error, Prime USA Scales will provide an appropriate remedy, which may include correction of the Order, replacement, return authorization, prepaid return shipping, credit or refund. The available remedy will depend on the circumstances and applicable law.

> This section does not apply when the product matches the accepted Order but does not meet the Customer's application because of incomplete or inaccurate information supplied by the Customer.

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09 Defective Products and Warranty Claims

> **Note:** Warranty coverage and remedies depend on the applicable product-specific or manufacturer written warranty. Do not return a product until written instructions and an RMA have been issued.

If a product appears defective or dead on arrival, contact Prime USA Scales promptly:

- **Email:** support@primeusascales.com
- **Telephone:** (800) 917-7205
- **Online:** Contact Support

Provide the order number, model, serial number, a detailed description of the issue, photographs, display readings, wiring information and any requested troubleshooting results. **Do not return the product until an RMA and written instructions have been issued.**

Warranty coverage, duration, exclusions, remedies and responsibility for shipping, onsite labor, travel, removal, reinstallation and calibration depend on the applicable product-specific or manufacturer written warranty. Products sold under the USA Measurements brand are covered only to the extent stated in the applicable USA Measurements written warranty. Third-party products are covered only by the applicable manufacturer's written warranty, if any, unless Prime USA Scales expressly provides a separate written warranty.

If a warranty claim is approved, the applicable warrantor will provide the remedy stated in the written warranty. The remedy may include repair, replacement with the same or a functionally equivalent product, credit or refund. The applicable warrantor selects the remedy unless the written warranty states otherwise.

After the return period expires, product concerns will generally be handled under the applicable written warranty rather than as a standard return.

10 Freight Damage and Shipping Claims

Freight damage is different from a standard return or product warranty claim. **Customers must inspect every shipment before signing the carrier's delivery receipt.**

⚠ FREIGHT DAMAGE REPORTING DEADLINES

VISIBLE DAMAGE

Report within 2 business days after delivery

- Note every shortage and visible damage on the delivery receipt **before signing**
- Photograph freight, packaging, labels and damaged areas before the driver leaves
- Contact Prime USA Scales immediately

CONCEALED DAMAGE

Report within 72 hours after receipt

- Photograph the product and all packaging immediately upon discovery
- Retain every pallet, crate, label and damaged component until the claim is resolved
- Do not discard, repair or relocate damaged equipment without written instructions

EMAIL	PHONE	TEXT & PHOTOS
shipping@primeusascales.com	(800) 917-7205	(702) 970-4414

Failure to inspect, document and report freight damage promptly may impair our ability to pursue a carrier claim and may affect the remedies available. Prime USA Scales will provide reasonable assistance with a properly documented claim but cannot guarantee that a carrier will approve or pay the claim. Nothing in this section eliminates rights that cannot legally be waived.

11 Exchanges

Eligible products may be exchanged only with prior written approval and an RMA. Product-condition requirements, exclusions, restocking fees and shipping charges apply to exchanges in the same manner as returns unless Prime USA Scales agrees otherwise in writing.

Price differences, taxes and additional shipping charges must be paid before the replacement product ships. An exchange product is subject to availability. Prime USA Scales may process an approved exchange as a return of the original product and a separate new Order for the replacement product.

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12 Refund Processing

Approved refunds are typically initiated within three business days after the returned product is received, inspected and approved. Inspection of unusually large, complex, damaged or incomplete equipment may require additional time.

Refunds are generally issued to the original payment method unless otherwise agreed or required by law. Bank and payment-processor posting times vary and are outside Prime USA Scales' control.

The refund amount may be reduced by applicable restocking fees, nonrefundable shipping or special-delivery charges, missing-item deductions, damage deductions and other authorized charges described in this Policy or the applicable Order documents.

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13 Order Cancellations

Standard stocked products may be canceled without charge before shipment unless the Order has already been released to a manufacturer or supplier that imposes a cancellation charge, or Prime USA Scales has incurred nonrecoverable costs.

Custom, made-to-order, modified, configured, programmed, specially calibrated or special-order products may be canceled only with Prime USA Scales' prior written approval. If cancellation is approved after work, manufacturing or procurement has begun, the Customer is responsible for completed work, committed materials, manufacturer or supplier cancellation charges, nonrecoverable costs and applicable freight. Deposits and progress payments may become nonrefundable to the extent stated in the applicable quote and permitted by law.

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14 Relationship to Other Terms

This Policy supplements the Prime USA Scales Terms and Conditions of Sale. When documents conflict, the priority stated in the Terms and Conditions of Sale applies. In general, the priority is:

1. A mutually signed contract, amendment or change order;
2. A Prime USA Scales written quote or order acknowledgment;
3. The applicable product-specific written warranty;
4. The Terms and Conditions of Sale;
5. This Return Policy; and
6. The Customer's purchase order.

Nothing in this Policy limits any right or remedy that cannot legally be waived.

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15 Contact Information

Contact us before returning any product. Our team will confirm eligibility, provide the proper return destination and issue written instructions when a return is authorized.

Prime USA Scales — Returns & Support

LEGAL ENTITY	USA Measurements, Inc.
DBA	Prime USA Scales
RETURNS & EXCHANGES	returns@primeusascales.com
SUPPORT & WARRANTY	support@primeusascales.com
FREIGHT DAMAGE	shipping@primeusascales.com
TELEPHONE	(800) 917-7205
TEXT / FREIGHT PHOTOS	(702) 970-4414
MAILING ADDRESS	4445 Harmon Cove Ct, Suite 7 Las Vegas, NV 89103
ONLINE	primeusascales.com/contact-us/

The mailing address above is not automatically the authorized return destination. Obtain an RMA and written shipping instructions before returning any equipment.