



Limited Warranty:

For acaia products purchased and used only within the US, acaia Corp warrants them to be free of defects in materials and workmanship for a period of one (1) year from the date of purchase. This warranty does not apply to: improper use, lack of cleaning, water damage, accidental drop, abuse, normal wear and tear, lack of proper care.

Within the United States: if your acaia scale fails within one year of date of purchase, simply e-mail [support@acaia.co]. Please have the following information prior to contacting acaia:

1) Proof of date of purchase.

2) Model and serial number (located on bottom of the acaia Scale).

acaia will contact you to determine the problem, and see if it can be fixed quickly and easily. If the problem cannot be solved via e-mail and the problem is determined by acaia to be a Warranty issue, then acaia will deliver an identical or comparable replacement to your door, free of charge, and arrange to have your "failed" acaia scale returned to us. When you receive your replacement acaia, use the carton and packing material and shipping label to return your "failed" acaia scale by dropping it off at the designated pickup location. Please include your name, phone number and address inside the box.

Manufacturer Warranty. Please [register your scale after purchase](#). If your scale breaks due to normal use, please follow the manufacturer warranty instructions. Acaia Lunars that are purchased in the US and shipped or taken out of the country have a 2-year limited warranty. To submit a warranty claim please visit the [manufacturer's warranty claim site](#).