Product Repair Return Instructions

US customers – there is no need to contact us for a Return Authorization. Please see instructions below

International customers – contact your local authorized reseller or Delmhorst Instrument Co in the US for specific instructions

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Pack your meter securely. Complete and enclose a copy of our ***Product Repair Return Form*** with your contact information, preferred method of contact and a brief description of the problem. Include your account number if available.

If you believe the meter is under warranty, please provide the original invoice. If this information is not available, we use the manufacture and sales dates according to our records to determine warranty status.

Ship via UPS, Priority Mail, FedX or any overnight courier who provides trackable service. Do not use standard parcel post.

Insure your instrument for its full value and ship prepaid. We are not responsible for damage in transit.

We do not accept COD shipments or cover any incoming freight or duty charges on shipments.

Once received, we will evaluate your meter and electrode and contact you by phone or e-mail for approval and your credit card information. We accept Visa, MasterCard and American Express. Turnaround time on repairs is generally 5-7 business days after receipt, provided we have your prompt approval.

If you require expedited service, please contact us before you ship:

service@delmhorst.com

877-DELMHORST (335-6467)

Use the handy address label that prints with the repair form and ship to:

Delmhorst Instrument Co.

Attn: Service Department
21 Creek Circle
Boothwyn, PA 19061

Return shipping terms:

Repairs (within the US) are returned by UPS Ground service, unless otherwise requested. Shipping charges are prepaid and added to your credit card.

Warranty repairs (within the US) will be returned at no charge via UPS Ground service. Shipping charges for expedited services (i.e., Federal Express, UPS/2Day, UPS/1 Day, etc.) are the customer's responsibility and will be charged as per the above terms.

CLICK HERE FOR LIMITED WARRANTY