

# RETURN INSTRUCTIONS

1. Click on “Printable Return Form” and print return form.
2. Complete **all** requested information on repair form. Please print clearly.
3. Pack product carefully to avoid damage. A sturdy box is recommended. Ship unit prepaid in a way it can be traced (i.e. UPS or insured mail).
4. Include all parts of the caliper for a complete check of the unit.
5. Most manufacturer warranties cover defects for 1 year from the date of purchase. Damage caused by misuse, improper or unauthorized repair is not covered.
6. Ship postage prepaid to the service center listed here:

**Creative Health Products  
SERVICE CENTER  
7621 East Joy Road  
Ann Arbor, MI 48105**

**800-287-5901 (phone)  
734-996-4650 (fax)**

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## **Repair Charge:**

Basic typical repair, lubrication and calibration for Lange and Harpenden: \$70.00  
Replacement parts *if needed*, are an additional charge.

- Shipping is an additional charge.
  - Service center is not responsible for items lost in transit for uninsured shipments.
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If you have any questions please contact our Service Department, Monday – Friday from 9:00 a.m. – 4:30 p.m. EST.

**800-742-4478 or 800-287-5901 [service@langeservicecenter.com](mailto:service@langeservicecenter.com)**