

SEW-Eurodrive, Inc. Return policy

Returns for Credit

Parts and complete units can be returned for credit minus restocking fees and additional fees if damage has occurred up to and including 12 months from date of shipment to customer. Customer specific modifications and special parts are nonrefundable.

Restock fees for motors, gearmotors, and gear units is 35% less any modifications or special ordered parts. Parts being returned are subject to a 20% restock with a \$25.00 minimum.

Merchandise being returned for restocking/credit must be new and unused, and purchase within 12 months of ship date.

Returns for Repair

Failure to comply with the following guidelines will result in the delay of your return as well as extra charges:

- Proper care and packaging is required for the safe handling of your return. It is solely the customers responsibility to safely package the items for return. To ensure your unit arrives for repair without damage, adequate packing must be used to stabilize the unit and prevent shifting inside the shipping container. Packing peanuts or other similar loose material does NOT provide adequate product support and stabilization during transport. If items are damaged in shipment, SEW-Eurodrive, Inc will not take responsibility.
- Our facilities are not prepared to handle hazardous or infectious waste requiring us to make arrangements to have the unit properly cleaned. A \$50.00 per hour with a \$50.00 minimum will be charged for cleaning.
- All units must be clean and free of any contaminates (i.e. oil) before returning for repair.
- SEW-Eurodrive, Inc. reserves the right to reject any shipment deemed too hazardous or contaminated to handle.
- All accessory equipment must be removed. This includes anything on the output shaft. SEW-Eurodrive, Inc. is not responsible for equipment that was not originally supplied with the unit. Non SEW-Eurodrive, Inc items will be removed & discarded for an additional fee.
- Electronic equipment MUST be wrapped to protect it from static electricity and moisture.
- The RGA/Service Case number must be clearly marked on the outside of the package for proper identification.

Standard Labor Rates:

Mechanical \$80.00 per hour with a \$80.00 minimum

Industrial Gear Units (IG) \$120.00 per hour with a \$120.00 minimum

Electronics \$100.00 per hour with a \$100.00 minimum

Additional fees for outside labor may apply.

Freight Charges

The customer is responsible for all freight charges on repaired units.

If the unit returned is determined to be a warranty repair, return shipment to the customer is no charge.

Additional Notes

- A purchase order for the inspection fee must be provided at the time of issuing the RGA/Service Case #
- All shipments must be freight prepaid and Bill of Lading should rate freight class 70.
- Merchandise must be returned within 30 days of issue date or this authorization is VOID.
- All parts will be inspected prior to restocking approval.
- Upon quote of repair costs, disposition must be received within 14 days (30 days for IG units) or the unit(s) will be disposed and a \$100 (\$500 for IG units) inspection fee will be invoiced. If a unit is returned for evaluation (warranties included) and SEW-Eurodrive finds nothing defective, we will reassemble the unit and return it to the customer. If a unit is returned for repair and the customer chooses not to accept the repair quote, SEW-Eurodrive will return it disassembled unless other arrangements are made with the customer and paid for. This includes warranty inspections that are found to not be covered under warranty.
- We recommend using UPS shipping for units that are less than 75lbs. Units over 75lbs please ship via a truck provider.