



## **RETURN MERCHANDISE POLICY**

- Return requests must be made within 90 days of the invoice date unless otherwise specified.
- If a shipment is damaged, incomplete or inaccurate at the time of delivery, report to Fromm within 48 hours of receipt.
- No material will be accepted for return without a completed and approved Return Goods Authorization. All material must be accompanied by the invoice number and returned to the original purchase location.
- Restocking charges will be applied accordingly.
- Material considered for return must be: in “new” and “saleable” condition including all parts and accessories, undamaged, in original packaging, current make and model, and must be supplied by a vendor in active status with Fromm.
- Material ineligible for return consists of: cut wire, custom or made-to-order material, non-stock items after 60 days from delivery date, goods that have been altered or energized, and electronic controls and test equipment that is not in the original factory sealed packaging.
- All material is subject to inspection by Fromm and/or the authorized vendor, and Fromm reserves the right to refuse material that does not meet established guidelines.
- If material is part of a kit or a “consists of” product, all components must be returned complete and un-opened.

## **CATEGORIES OF RETURN MERCHANDISE**

### **Stock Material**

Stock items are defined as material that is considered on-hand in inventory and has a stocking code in our system. Stock items may be subject to a restocking fee as outlined below.

<u>If invoice date is older than:</u>	<u>Restocking charge assessed:</u>
0-30 days	0% restocking
31-90 days	15% restocking or minimum \$25.00

\*Material older than 90 days must be reviewed.

### **Non-Stock and Special Order Material**

- Non-stock material and special order material may be returned provided Fromm has received authorization from the factory to return. The amount of restocking charges will be determined from the factory upon acceptance (minimum 25%).
- Credit for non-stock items will be issued after Fromm has received credit from the vendor. Handling & restocking charges, plus any freight costs will apply.
- The following items cannot be returned:
  - Non-stock items after 60 days from delivery date.
  - Custom or Made-to-Order material.
  - Cut wire.

### **Job Items & Excess Material**

This category is generally defined as material that may normally be a vendor stock item, is in saleable condition, but has been purchased in exceptionally large quantities and/or retained for an extended period of time.

- Returns in excess of corporate maximum amounts (may vary depending on manufacturer & Fromm stocking levels) are subject to review and approval by the purchasing department and vendor.



- Restocking fees, freight charges and terms will depend upon quantity and timeframe between purchase and return request.

### **Custom/Engineered**

Material designed, engineered, or manufactured for a specific customer application.

- Not returnable.

### **Defective Material**

Defectives are defined as items that are not in proper working condition.

- Subject to factory warranty, manufacturer's terms and conditions, and retesting if required.
- Material will not be picked up at the customer site until a vendor RGA is received by Fromm. If special arrangements must be made due to the inability to store material call your Fromm sales contact for a material/financial responsibility waiver.
- If material is rejected by the manufacturer, the customer is responsible for any and all fees as assessed by the manufacturer and otherwise incurred. These may include restocking and freight charges. Product will be returned to customer and customer will be responsible for original invoice.

### **Rockwell Stock Material**

- Must be returned within 90 days of factory shipment/invoicing. Restocking fees may apply.
- Material must be in original carton, factory seals must not be broken and no markings should be present on packaging or carton.
- If standard pack applies, cannot return broken cartons.
- Broken seals and/or marked packaging are subject to a factory restocking charge of 25%. Product with a new value of \$100 or less will not be retested and will be returned to the customer.

### **Rockwell Non-Stock Material**

- Must be returned within 90 days of factory shipment/invoicing.
- If standard pack applies, cannot return broken cartons.
- A 15% handling charge will apply in addition to Rockwell restocking charges.
- Freight costs may apply.

### **Rockwell New Product Satisfaction Return (NPSR)**

"NPSR" is defined as a Rockwell item that has been powered LESS THAN 24 hours, has failed and is within 90 days of factory shipment.

- A case number must be initiated with Rockwell. Point of contact will be Fromm's Industrial Automation Group Sales Coordinator, 800-360-4441. You may elect to contact Rockwell directly at 440-646-3434.
- Detailed failure description required.
- If material meets the criteria for NPSR, and a case number has been received from Rockwell, an RGA will be issued and requested from Rockwell.

### **Rockwell Repair & Exchange Program**

- For warranty claim instructions, contact Fromm's Industrial Automation Group Sales Coordinator, 800-360-4441.