

ControlTech's Cancellation and Return Policy

Following a change in Rockwell Automation's terms and conditions, ControlTech has issued new rules for charges for cancelled orders or returns of standard products, and will implement the same rules and charges from 13 January 2023. The new rules are being implemented by Rockwell Automation globally to facilitate scheduling and ensure better accuracy in setting delivery dates.

Order Cancellations

New orders for Rockwell Automation products with ControlTech:

- All new orders that are cancelled after 30 days from the date the order is placed.

The fee for Rockwell Automation stock items is set at 18% of list price, the fee for non-stock items is 25% of list price. This fee will not be charged if Rockwell Automation extends the product delivery date by more than 30 days after the order is placed.

- Engineered-to-Order (ETO) or Custom Solutions contracts:

There is no change in policy for these contracts. Rockwell Automation will apply fees that are contractually specified in the terms of these contracts.

Product Returns

Returns after April 15, 2024: The current policy remains in effect and is expanded as follows:

Rockwell Automation's return fee for in-stock products is set at 20%; the fee for non-stock products is set at 50%.

Returns can be requested within 60 days of the invoice/shipment, less applicable restock charges. The actual purchase price from Rockwell Automation will be the value the credit will be issued from. Requests for return outside of this timeframe will not be authorized.

Product returned must adhere to the conditions for new product returns or may be refused or received without credit issued.

Conditions for new product returns:

- New product, current series in resaleable condition
- Not used/no power applied; not installed
- Boxes must be unopened
- No physical damage to the product or original packaging
- If product is factory sealed, seal must be intact, not tampered with or broken
- Free of any non-Rockwell Automation stickers, tape or labeling
- No writing on the box with pen or marker

- In original carton with all packaging, accessories, carton inserts, including protective electrostatic discharge bags and coverings

Returns of products that are related to quality issues or similar reasons for which Rockwell Automation is responsible will not be charged a return fee.