



Material Return Policy

Werner must issue authorization in writing prior to return

Original order number, date, and **specific** reason for return must be provided. Material must be unused, in original packaging (if applicable), and in saleable condition.

Stock Material

- **Restocking charge will apply per the following schedule:**
 - o Material returned within 90 days will have No Restock Fee
 - o Material returned within 91 to 180 days 15% Restock Fee
 - o Material older than 180 days must be reviewed, please contact Werner

Rockwell Automation:

- In accordance with Rockwell Automation's Material Return Policy DM-128, any electronic device where the product seal has been broken, or any other device that Rockwell Automation deems necessary to retest, MAY be assessed a \$100 per unit retest charge, but the charge is not common. Product with a net value of \$100 or less will not be retested and will be returned to the customer.

Non-Stock and Special Orders Material

- All non-stock returns must have previous authorization from factory. The amount of restocking charges will be determined from the factory upon acceptance (minimum 10%). Credit for non-stock items will be issued after Werner has received approval to ship product to the factory. Handling & restocking charge, plus all freight costs will apply.
- Nonstock and Defective Material Being returned to vendor with a total credit of \$2000 or less will be credited up front. If for any reason the material is found by the vendor not in resalable condition and/or mishandled, the credit will be charged back. Material will be returned or scrapped at the vendor location.
- The following items are non-returnable:
 - o Non-stock items after 60 days from delivery date
 - o Custom Made-to-Order Material
 - o Wire Cuts

Warranty and Defective Material

- Customer or Salesperson must advise Werner Electric of the nature of defect.
- Credit will be issued based on the terms and warranty of the manufacturer. Some products are 'Repair Only' and/or 'Exchange Only' under warranty and may **not** be returned for credit.
- Defective material must be returned within 1 year of original purchase date with the exception of recalled parts.
- Rockwell Automation requires a New Product Satisfaction Return Authorization case number to be assigned to items that fail within a 24 hour period of electrical use. A NPSR case number can be obtained by calling Rockwell Automation at 440-646-3223. Once the authorization number is assigned Werner Electric Supply Company can process the return authorization request. All other warranty claims will be processed in accordance to the Rockwell Automation warranty guidelines.