



Return and Cancellation Policy

Products to be returned for Replacement or Credit

Standard Products are generally returnable, less a restocking charge. Items to be returned for credit are to be shipped in the original packaging and returned in new, unused condition. Parts that have been used, scratched or otherwise in a damaged condition are not eligible for credit or replacement. ROEMHELD North America reserves the right to deny credit or replacement on any parts inspected by ROEMHELD North America that upon inspection, are determined to be used, damaged or beyond the 90-day return period.

If you would like to make a return, you can obtain a Return Authorization (RA) Number by calling our office at 800-827-2526. The issuance of an RA number is not a guarantee that credit will be issued. Please write this RA reference number on the outside of the box or on your packing list. The Shipper is responsible for Shipping and Handling charges and ROEMHELD North America is not responsible for damages that may occur during shipping. Please ship the goods for return to:

ROEMHELD North America
Attn: Service Department
927 Horan Drive
Fenton, MO 63026
USA

Products returned for Replacement or Credit will be subject to the following Restocking Fee:

Situation	Restocking Fee
Return of Standard, Active Products purchased within the last 90-days in a like-new/Re-sellable condition with original purchase order and a corresponding new order of equal or greater value	None
Return of Standard, Active Products purchased within the last 90-days in a like-new/Re-sellable condition with original purchase order	20% of original purchase price
Return of Standard, Active Products purchased within the last 90-days in a like-new/Re-sellable condition without original purchase order	Non - Returnable
Return of Special Products (Made to Order, Modified standards, Custom Designs, etc.)	Non - Returnable
Return of Non- Active Products (Obsolete, Discontinued, Superseded Parts, etc.)	Non - Returnable

ROEMHELD North America

927 Horan Drive, Fenton, MO 63026-2401 ▪ Tel : 636-386-8022 ▪ Email : info@roemheld-usa.com ▪ Web : www.roemheld-usa.com



- Returns for reasons of damage or defect must be made within 30 days of receipt of goods unless otherwise specified by state law.
- Credit Requests for shortages must be made within 30 days of receipt of goods unless otherwise specified by state law.
- Approval of return requests may be subject to stocking levels and usage.
- If a product is received on an RA and is slightly damaged and can be easily repaired, Carr Lane Roemheld may offer credit less any required repair parts, re-work charges and restock fee.

Products to be returned for Service or Repair

If you would like to return products for service or repair, please see our **Service and Repair Program**.

Cancelled Orders

In the event that an order must be cancelled, a cancellation fee may be charged. If the order was for Standard Parts, a cancellation fee will not be charged as long as the products have not left the Carr Lane Roemheld location.

Orders for non-standard parts, made-to-order, modified standards, and special design parts are subject to the following order cancellation fee:

Situation	Cancellation Fee
Order has not yet been processed	None
Order has been processed but products have not yet completed final design	50%
Order has been processed, final design has been completed, material has been ordered and products are being manufactured.	75%
Products are completed but not packaged or shipped	Cannot be Canceled. Invoiced at full price.

The closer the cancellation date is to the original order date the more likely the cancellation fee will be small or none at all. The closer the cancellation date is to the promised delivery date, the more likely the order will be subject to the above restocking fee policy.

If you have any questions about our return and cancellation policy, please contact us at info@roemheld-usa.com or call 800-827-2506