



ORDER CANCELLATION, PRODUCT RETURNS, AND DELIVERY DATE CHANGES

U p d a t e

April 15, 2024

ORDER CANCELLATIONS

- There are no changes at this time to Rockwell Automation's policy regarding order cancellation charges, which will remain 18% for Stock Products and 25% for Non-Stock Products.
- Order cancellation charges will not apply to (a) new orders placed directly with Rockwell Automation, and which are cancelled during the 30 days following order entry, or (b) those instances where, after an order has been placed, the product shipment date is extended by more than 30 days by Rockwell Automation.

PRODUCT RETURNS

- Please note that, effective immediately, Rockwell Automation will begin applying product return charges, which will be 20% for Stock Products and 50% for Non-Stock Products. All product returns are subject to the attached Global Product Return Policy. Rockwell Automation will not apply product return charges for returns related to shipping errors, warranty, quality, or product safety issues, subject to the Global Product Return Policy.

DELIVERY DATE CHANGES

- As previously announced, Rockwell Automation will not allow changes to a product's delivery date, as noted below.
- For orders placed before December 15, 2023 in North America, Latin America, and EMEA, and January 1, 2024 in Asia Pacific, Rockwell Automation will allow a maximum of one change to a product's delivery date, which may not exceed 90 days. These changes are subject to adjustments in price.
- Rockwell Automation may allow changes to the delivery date in those instances where the change in the delivery date is the result of another product in the same bill of materials not being available for shipment by Rockwell Automation or if the delivery date is being changed to an earlier date.

FOR CUSTOMERS

- For customers that have a direct agreement with Rockwell Automation with different terms, the terms of such agreement will apply.

FOR DISTRIBUTORS

- If you are a Rockwell Automation Authorized Distributor participating in the Distributor Manufacturer Integration program (DMI), these transactions will be subject to the terms of your Distributor Agreement and the Rockwell Automation DMI Policy.



Global Product Return Policy

1. Intro and Purpose

This Policy defines the conditions for product returns to Rockwell Automation. Due to some local regulations, additional terms or requirements may apply. All questions and concerns can be addressed to Rockwell Automation Customer Care.

2. Scope

This Policy applies to all product return for purchases made directly by customers and distributors from Rockwell Automation.

This Policy does not apply to repaired products, remanufactured products, services, software, engineered to order products, as well as systems and solutions.

This Policy does not describe the processes for submitting a request for a return. Information on the execution of return requests can be provided by Rockwell Automation Customer Care or via online training.

Rockwell Automation Customer Care will provide final approval, return authorization, and shipping instructions, where applicable.

3. Definitions

- **Material or Product Return** – Sending product back to Rockwell Automation for various reasons (*e.g.*, excess stock, quality, shipping error, etc.).
- **Restocking Fee** – Fee assessed to a return line item depending upon the Rockwell Automation assigned stock status.
- **Factory Sealed** – Product that has a factory-applied tape or sealed flaps to seal the box and/or anti-static bag.
- **Stock Product** – A Rockwell Automation standard catalog product that Rockwell Automation currently keeps in stock on its shelves in a Rockwell Automation Distribution Center(s).
- **Non-Stock Product** – A Rockwell Automation standard catalog product that Rockwell Automation currently does not keep in stock on its shelves in a Rockwell Automation Distribution Center(s).
- **PSA/PN** – Product Safety Advisory / Product Notification is a notification with specific instructions that are used when a quality issue is identified.

- **RCFA** – Root Cause Failure Analysis is a requested investigation to determine the cause of a reported anomaly.
- **RMA** – Return Material Authorization is a document authorizing the return of product to Rockwell Automation, required when returning product.
- **DMI** – Distributor Manufacturing Integration is Rockwell Automation’s vendor-managed inventory program to optimize inventory, reduce supply chain costs, improve asset utilization, and improve customer service.
- **NPSR** – New Product Satisfaction Return is a type of quality return in which the product failed within the first 24 hours of installation and power being applied.

Note: Distributors may have a classification for product as Stock or Non-Stock that aligns or does not align with Rockwell Automation’s definition, but for clarity when Rockwell Automation makes references to a Stock or Non-Stock Product, it will be pursuant to the definitions in this Policy.

4. Return Requests

Returns can be requested within 90 days of the Rockwell Automation 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.
- Must be in delivery unit quantity.
- If a ‘consists-of’ product, all components must be returned complete and unopened.

5. Shipping Error Returns

- Shipping errors must be reported within 30 calendar days and align with all shipping and freight policies. Rockwell Automation reserves the right to request photos to review any shipping related requests.

- Shipping error returns include:
 - Shipping error – part number on carton label does not match the part number on the invoice.
 - Packaging error – part number on the carton label does not match the part number on the product inside of the carton.
 - Shipping overage – product received, but not ordered/invoiced.
 - Shipping damage – product received with visible and/or concealed damage, the carrier should be contacted and then Customer Care.

6. Quality Returns

Allows for the return of product that performed unsatisfactorily and must be returned to allow for inspection, as needed.

NOTE: Authorization of the return does not guarantee that credit will be approved. Credit will be issued upon the successful return and inspection of the product.

This return does not cover:

- Product ordered incorrectly;
- Product applied incorrectly;
- Product mismarked or mislabeled; or
- Product that is damaged after shipment to a customer.

	NPSR	Manufacturing / Assembly Errors	PSA/PN	Consumable Warranty
Description	Only applicable for new product that failed within the first 24 hours of power being applied.	Product that did not meet the specified requirements, built incorrectly or missing components.	Rockwell Automation issues a product service advisory or product notice for detected product anomalies.	For product that failed after 24 hours of power being applied , is classified as consumable, and covered under warranty.
Requirements	<ul style="list-style-type: none"> • New/Non-remanufactured products • No physical damage to the product • Detailed information of failure • Service ticket from Tech Support maybe be required if 	<ul style="list-style-type: none"> • Non-remanufactured products • No physical damage to the product • Not used, no power applied 	<ul style="list-style-type: none"> • Follow specific instructions of the notification • For more information on how to subscribe to Knowledgebase notifications, see: Signing Up for 	<ul style="list-style-type: none"> • Product is within warranty period • Product is classified as consumable • No physical damage to product

	specified by product master. Tech Support should be contacted to open a ticket and complete any necessary troubleshooting		Product Safety Advisory or Product Notice Email Notifications (custhelp.com)	<ul style="list-style-type: none"> Detailed information of failure
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7. Additional requirements and information for all returns

All returns require the following identification when returning to a Rockwell Automation location:

- Must have authorized RMA and paperwork included with the returned product.
- Freight charges are applied based upon regional rules and rates, where applicable, refer to any shipping and freight policies in place.
- If the Distributor or Customer is the importer of record in its country, the Distributor or Customer is responsible for customs export procedures. Any regional shipping and/or freight policies in place should also be followed.

Rockwell Automation reserves the right to inspect the condition of all returned products. Any product received that fails to meet the criteria outlined in this policy or is outside of the return parameters set in the authorization may be returned to the sender, or depending upon the local procedures, product may be scrapped instead of returned with no credit issued.

8. Distributor-Only Returns | ****This section only applies to Rockwell Automation Distributors.****

8a. New Product Introduction Returns – Rockwell Automation Distributors

Distributors stocking newly introduced products may return all non-moving items for full credit, providing the following criteria are met. By utilizing the provisions of this Product Returns Policy, the Distributor is certifying that any product returned is new and unused.

The following criteria apply:

- Products that qualify for this policy must have been identified as such in the New Product Introduction letter. For the sake of clarity, new product introductions are based on Rockwell Automation's, not customer (*i.e.*, OEMs) products.
- Up to 100% of the initial product business recommended inventory can be returned for full credit in the 12-15-month period after launch, as described in the product launch information.
- The Distributor must note "New Product Return" in the "Customer Request" notes on the return request.
- Credit will be based on original invoice pricing.
- Customer Care will authorize final approval, return authorization, and provide shipping instructions to the Distributor.

- In some cases, the Distributor may have to re-qualify in order to participate in future sales of that product.

8b. New Rockwell Automation Distributor Returns

New Distributors are allowed to make one, no-restock-fee stock adjustment of their new, resaleable inventory (Stock and/or Non-Stock product) for credit based upon the original purchase price from Rockwell Automation within 12 months from the date on the Distributor agreement.

For the purpose of this Policy, the definition of "new Distributor" is a new location for a Distributor in a territory previously covered by another Distributor. This could be caused by the previous Distributor going out of business, mutually separating from Rockwell Automation, or termination; or where applicable, the appointment of a Specialty Distributor. In these cases, the new Distributor would not have had the benefit of a sales history and would not have known on startup which products the customer base was buying.

This one-time return would not apply to a Distributor opening a new location in an APR they already cover. Coordination of this return request should be made through their local Channels/Market Access Representative.

9. Required Return Identification Requirements

- Must have authorized RMA and paperwork included in return.
- Freight charges are applied based upon regional rules and rates, where applicable, refer to any shipping and freight policies in place.
- If the Distributor or the customer are the importer of record in its country, then the Distributor or customer will likely be responsible for customs export procedures. Any regional shipping and/or freight policies in place should also be followed.

Rockwell Automation reserves the right to inspect the condition of all returned products. Any product received that fails to meet the criteria outlined in this policy or is outside of the return parameters set in the authorization may be returned to the sender, or depending upon the local procedures, product may be scrapped instead of returned with no credit issued.

Rockwell Automation reserves the right to inspect the condition of all returned products. Any product received that fails to meet the criteria outlined in this section may be returned to the sender.

The following Appendices supplement this Policy. In the event of a conflict between the Appendices and this Policy, the Appendices will govern. For the sake of clarity, the terms of this Policy supersede

and replace the terms of any Addenda that may have been previously issued for the Europe, Middle East, and Africa (“EMEA”) and Asia Pacific regions.

Appendix A: [Terms and Conditions of Sale | Rockwell Automation](#)

Appendix B: [Return Policy Addendum - LA - Final \(seismic.com\)](#)

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