

December 7, 2023

ORDER CANCELLATION, PRODUCT RETURNS, AND DELIVERY DATE CHANGES

Please note that, effective December 15, 2023 in North America, Latin America, and EMEA, and January 1, 2024 in Asia Pacific, Rockwell Automation is updating its policy regarding delivery date changes for both standard stock and non-stock products.

For orders placed after December 15, 2023 in North America, Latin America, and EMEA, and January 1, 2024 in Asia Pacific, Rockwell Automation will not allow changes to a product's delivery date.

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.

There are no changes to Rockwell Automation's policy regarding order cancellation and product return charges of standard stock and non-stock products, and which are as follows:

	Order Cancellation Charges	Product Return Restocking Charges
Standard Stock Products	18%	20%
Standard Non- Stock Products	25%	25%

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.

If you are a Rockwell Automation Authorized Distributor participating in the Distributor Manufacturer Integration program (DMI), Rockwell Automation will likely waive (or not apply) the order cancellation, product return restocking, or delivery date change charges for DMI transactions, subject to the terms of your Distributor Agreement or relevant Rockwell Automation policies.