

New Zealand Product Return Policy

All returns of product will be subject to prior approval by Rockwell Automation (NZ) Ltd. Returns of unused and saleable products for credit will be subject to this policy and guidelines. Faulty products returned under warranty will be handled in accordance with the Rockwell Automation warranty policy.

Any claims for goods damaged in transit must be made within one week of shipment date.

1. This policy applies to goods purchased from Rockwell Automation (NZ) Ltd only, goods purchased from a Rockwell Automation approved distributor should be returned directly to the distributor in accordance with their returns policy.
2. This policy defines the procedure for handling sales returns of items as the result of wrong shipment, pricing errors and re-invoicing and items not required for any reason by the customer.
3. Approval for return of goods for credit must be obtained before goods are returned. A Return Material Authorisation (RMA) Number is obtained by calling 0800 272725 with your invoice number, part number and reason for return. All goods returned for credit must be returned with a copy of the relevant invoice, and RMA number on any paperwork.
4. No approval shall be granted for the return of goods for credit where the original invoice date for such goods is more than 60 days prior to the date the request is made.
5. Goods being returned must be suitable for credit; ie: the factory seal not broken, in 'as new' condition, current revision level and assembled as per the part number on the box. Goods that are not resaleable will not be accepted for credit.
6. Significant quantities of products, product specifically imported for a customer, products made to order for a customer, or products requiring revision upgrades will not be accepted for credit without the approval of the relevant Product Manger.
7. Freight costs, etc are to be paid by the customer, except where goods are being returned due to a Rockwell Automation error.
8. Goods built to a customer's specification, or goods that have been modified by the customer, cannot be returned.
9. Goods must be returned in unbroken packs where they are sold by Rockwell Automation in minimum pack sizes.
10. Software will not be accepted for credit if the software package envelope has been opened.
11. All goods should be returned to Rockwell Automation (NZ) Ltd Auckland Office 118A Carbine Road, Mt Wellington, Auckland.
12. No credit will be issued for returned goods where the net line amount involved is less than \$50, except when an error made by RA is to be corrected.
13. Returned goods will be subject to a restocking fee, unless result of RA error.

Reason for Return	Restocking Fee
<i>Product returned as a result of Rockwell Automation error per policy above</i>	<i>No Charge</i>
<i>Product no longer required for any other reason per policy above</i>	<i>10% of item value</i>
<i>Software returned for Credit per policy above</i>	<i>10% (Minimum \$150)</i>