



# Return Policy – North America\*

A distributor/customer can request a Return Authorization for eligible consumable and accessory products by contacting Magnaflux Customer Service at [support@magnaflux.com](mailto:support@magnaflux.com) with the following information:

- Complete list of items to be returned with quantities
- Batch numbers for all consumable products
- Original customer purchase order number or Magnaflux sales order number (if known)
- Reason for return

Magnaflux Customer Service will review the request and contact the distributor/customer with a Return Material Authorization (RMA) number for items approved for return.

In order to receive credit, all product items must be returned within 30 days for Domestic shipments and 90 days for International shipments from the date the RMA was issued.

## Return Eligibility Requirements

- Product must be new and unopened
- Product must be returned in the condition it was received
- Product must be purchased from Magnaflux within 90 days of the return request
- Product must NOT be used or damaged in any way (shipping damage does not apply)
- Product must NOT be relabeled, altered or tampered with in any way

## Submit a Return

All returns must have the following to be accepted. returns sent without these items will be refused and returned to sender.

1. Include a copy of the return authorization with the shipment
2. Display the return authorization number on the outside of the shipment

## Ship to:

Magnaflux  
ATTN: RMA #  
218 East Industrial St  
DeWitt, IA 52742  
USA



## Freight Charges

Return due to Magnaflux Error: Magnaflux is responsible for return freight charges.

Return due to Distributor/Customer Error: Distributor/Customer is responsible for return freight charges.

## Credit

Credit is issued after Magnaflux receives, inspects, and approves the returned items.

No credit will be issued for any product which does not meet all return eligibility requirements.

## Restocking Fee

A restocking fee up to 25% may apply.

## Other Terms

Magnaflux does not authorize any person or persons to create any other obligation or liability in connection to these products.

Any shipping damage must be reported to both the freight carrier and Magnaflux within 10 days of receipt of goods.

\* This return policy applies to all consumable and accessory products manufactured by Magnaflux, a division of Illinois Tool Works Inc., 155 Harlem Ave, Glenview, IL 60025, USA.