



Return Policy – North America*

A distributor/customer can request a Return Authorization for eligible consumable and accessory products by contacting Magnaflux Customer Service at cs@magnaflux.com or via fax at 1-847-657-5288 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)

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

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

SUBMITTING 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

Mail to:

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

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 should be brought to the attention of both the freight carrier and Magnaflux as soon as possible.

* 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.