

Eurotherm Cancellation / Return Material Policy

Sales Order Cancellation Requests:

Sales order cancellations or requests for changes to quantity or item specification must be received in writing via e-mail and are subject to a 25% cancellation fee. If the order has already been entered and transferred to the manufacturing facility, it cannot be cancelled and will be treated as a return.

Return Material Requests:

Generally, all purchases of any products sold by Eurotherm are considered final.

- Any consideration of a product return must be reviewed and approved by senior management from the Eurotherm Sales and Finance group.
- All requests for return must be made in writing and will include the reason for the request, along with a list of the products to be returned, including the complete model code, serial numbers, and the original purchase order information.
- Product that is older than 1 month will not be considered for return.
- Product that is 1 month old or less, that has not been used or modified in any way, will be subject to a 50% restocking fee if Eurotherm management approves the return.
- All products returned must be in the original product packaging.
- Product that is not of the current firmware and software version cannot be returned. Non-standard product cannot be returned.
- Products that have been made obsolete cannot be returned.
- Any product returned to Eurotherm must be accompanied by a Return Materials Authorization (RMA) number issued by the Customer Service Department. Product returned to Seller without an RMA will not be processed for any reason.
- Eurotherm sales policies are available by contacting your local office

<https://www.eurotherm.com/contact-us/>

Updated October 2023