

igus® Inc. RETURN POLICY

1. igus® must be notified of any product discrepancy **within ten (10) business days** of receipt of merchandise.
2. All Return Authorization (RA) requests must be submitted to igus® **within sixty (60) days** of receipt of merchandise via www.igus.com, or by contacting customer service at sales@igus.com or through the chat option on the web site.
3. Returns need a “Return Authorization Number” to be accepted. RA# will be provided by igus (please refer to point #2).
4. All product returns must be received by igus® **within thirty (30) days** of RA# issuance date.
5. If the reason for return is confirmed to be an igus® error, igus® will provide a collect account number to return parts via ground shipment from original destination only and no restocking fee is applicable.
6. Returns for other reasons are subject to a minimum restocking fee of 20%. Actual restocking fees to be determined by igus® at time of RA issuance.
7. Unless the reason for return is caused and validated by igus, the following limitations apply:
 - a. igus® reserves the right to refuse product returns that are not in resalable condition. (Determinations of resalable condition will be made by igus®)
 - b. Standard chainflex® cable sections under 200 feet in length are non-returnable.
 - c. drylin® rail sections under 1000 millimeters in length are non-returnable.
 - d. Any modified, custom or non-standard igus® products are non-returnable.
 - e. Any parts identified as discontinued by igus® are non-returnable.
8. Due to material selection, standard catalog igus products may vary upon receipt but all will meet igus quality and performance standards. Variations can include:
 - a. Color of anodized metal or polymer material
 - b. Free state dimensions of polymer bearings

For questions regarding your order please contact Customer Service at **orders@igus.com** or call **800-521-2747**