

Return Authorization Request



We Have Received Your Return Request.

1. What happens now?

After initial review, you may be contacted to troubleshoot and resolve your issue remotely, otherwise you will receive instructions (and a quote if applicable) and a Return Merchandise Authorization number (RMA) to the email address provided on your form on mailing back your device. This typically takes 1 business day.

- a. **Note:** Incomplete or incorrect paperwork will impact turnaround time.

2. Before you send the package.

- a. Please back up all your data, applications and settings before sending any product for warranty service or replacement. Pepperl+Fuchs cannot guarantee that any configuration or data on your returned products will be retained.
- b. The RMA # must be **clearly marked on the OUTSIDE of the shipping container** and **noted on all paperwork**. Any product returned without a RMA number and all of the required documentation below will be refused and returned at your expense.

3. Shipping your return to Pepperl+Fuchs.

- a. **Note:** As mentioned above and in our initial email to you, be sure to include documentation as directed or additional delays are likely.
- b. Proper packaging is required to reduce shipping damage for large and heavy products. Please follow the requirements in Pepperl+Fuchs' Sale and Warranty Terms and Conditions.
- c. You are solely responsible for any injury or other claims or costs due to failure to safely and legally ship your item(s) or to correctly provide the information requested with your shipment.

4. After Pepperl+Fuchs receives the device(s) at our Warehouse.

We will process the return and review all necessary paperwork to begin initial diagnostics. This commonly takes about 2 business days but may take longer depending on complexity.

- a. After initial diagnosis, any unexpected/non-covered costs associated with the repair will be conveyed to the customer and a request for a PO will be made.

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5. Pepperl+Fuchs will complete the repair and customer service will inform you on the findings typically within 10 business days.

Some products cannot be repaired in house and require shipment to a 3rd party supplier for full repair. This would require additional time so the 3rd party supplier can receive the device and review the repair requirements. Outside repairs are typically completed within 30 days. All times are not guaranteed and are impacted by current repair staff loading.

6. When you return a product to Pepperl+Fuchs, you MUST include the following documents:

- The return authorization document that we will email you.
- All applicable material safety data sheets of hazardous substances and cleaning solutions that the products have been exposed to.
- Any legally-required documentation.
- Any special handling instructions.

7. Any product returned without a return authorization number and all of the required documentation will be refused and returned at your expense.

If you have any questions during the return process, please contact us and we'll be happy to help you.

Have a question? Contact us:

Phone: +1 330 425-3555

Email: returns@us.pepperl-fuchs.com

For more information, visit:

<https://www.pepperl-fuchs.com/usa/en/36535.htm>