EUROTHERM INC – CANCELLATION POLICY

Sales Order Cancellations

Order cancellations must be received in writing (email, fax or mail) and are subject to a 25% cancellation fee. If the order has shipped from the manufacturing facility, it cannot be cancelled.

Returns

- Generally, all purchases of any Eurotherm product are considered final.
- Any consideration of a product return must be reviewed and approved by senior management from the Eurotherm Inc Sales and Finance group.
- Product that is older than 3 months will not be considered for return. Product that is under 3 months old, if it is allowed to be returned, will be subject to a 25% restocking fee.
- All requests for return must be made in writing and include a list of products to be returned along with model numbers, serial numbers, and original order information.
- All products returned must be in their original 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 calling, emailing, writing or online at:

Phone: 703-724-7300
Fax: 703-724-7301
Email: info@eurotherm.com
Internet: www.eurotherm.com/warranty
Internet: www.eurotherm.com/cancellation
Internet: www.eurotherm.com/sales
Address: 44621-Guilford Drive, Suite 100
Ashburn, VA 20147

Eurotherm Inc.
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