

July 2021

TURCK
Your Global Automation Partner

Turck Canada Inc.
140 Duffield Drive Markham, Ontario, L6G 1B5
T: (905) 513-7100 | Toll Free: (877) 513-PROX (7769) | Fax: (905) 513-7101 | turck.ca

Returns & Stock Rotations

All RETURNS need to be authorized and returned on a RA

Please contact your Inside Sales Representative

Wrong Part or Quantity Ordered:

- Restocking charge is usually 15% but depending on the parts and circumstances it may vary..
- All parts need to be in original packaging and condition- will be inspected before credit is issued.
- Freight prepaid (covered by distributor).

Wrong Part or Quantity Shipped:

- No restocking charge for our error.
- All parts need to be in original packaging and condition- will be inspected before credit is issued.
- Ship back via Purolator Collect (Turck pays).

Stock Rotations:

- A 10% restocking charge will apply (possibly higher depending on part)
- The parts that will be accepted back will be determined and advised.
- All parts need to be in original packaging and condition- will be inspected before credit is issued.
- Freight prepaid (covered by distributor).
- Please use an Excel spread sheet & e-mail.

Defective Parts for Testing:

- An Application Details Form needs to be *sent and received back complete before the RA is issued.*
- If the test results determine it is a customer defect, no replacement or credit will be issued- *please confirm if you would like the defective unit(s) back.*
- If the distributor has already purchased a replacement then a credit will be issued, *this needs to be advised on request of the RA.*
- Freight prepaid (covered by distributor).
- No Replacements are issued before testing. Amplifiers (IM, MK, MS, BL, BW) are repaired only.*

Engineering Evaluations:

- This needs to have been indicated on the original order to apply.
- Indicate as a Eng. Eval. Return on the RA.
- All parts need to be in original packaging and condition (advise if not)- will be inspected before credit is issued.
- Freight prepaid (covered by distributor).

