

Return Policy

Returns must have prior written factory authorization or they will not be accepted. Items that are returned to Dorner without authorization will not be credited nor returned to the original sender. When calling for authorization, please have the following information ready for the Dorner factory representative or your local distributor:

1. Name and address of customer.
2. Dorner part number(s) of item(s) being returned.
3. Reason for return.
4. Customer's original order number used when ordering the item(s).
5. Dorner or distributor invoice number. Include part serial number if available.

A representative will discuss action to be taken on the returned items and provide a Returned Materials Authorization (RMA) number for reference. RMA will automatically close 30 days after being issued. To get credit, items must be new and undamaged. There will be a return charge on all items returned for credit, where Dorner was not at fault. It is the customer's responsibility to prevent damage during return shipping. Damaged or modified items will not be accepted. The customer is responsible for return freight.

Product Type											
Product Line	Standard Products								Engineered to order parts		
	Conveyors	Gearmotors & Mounting Packages	Support Stands	Accessories	Spare Parts (non-belt)	Spare Belts - Standard Flat Fabric	Spare Belts - Cleated & Spec. Fabric	Spare Belts - Plastic Chain	All equipment and parts		
1100 Series	30% return fee for all products except: 50% return fee for conveyors with modular belt, cleated belt or speciality belts All Electrical items are assigned original manufacturers return policy.						Non-Returnable		Case-by-Case		
2200 Series											
3200 Series											
Pallet Systems											
FlexMove/SmartFlex											
GAL Series											
All Electrical											
7100 Series	50% return fee for all products						Non-Returnable		Case-by-Case		
7200/7300 Series											
AquaGard 7350 Series Version 2											
GES Series											
AquaGard 7350/7360 Series	Non-Returnable										
AquaPruf Series											

Returns will not be accepted after 60 days from original invoice date. The return charge covers inspection, cleaning, disassembly, disposal and reissuing of components to inventory. If a replacement is needed prior to evaluation of returned item, a purchase order must be issued. Credit (if any) is issued only after return and evaluation is complete.

Dorner has representatives throughout the world. Contact Dorner for the name of your local representative. Our Customer Service Team will gladly help with your questions on Dorner products.

For a copy of Dorner's Warranty, contact Dorner, an authorized sales channel or visit our website: www.dorner.com.

For replacement parts, contact an authorized Dorner Service Center or the factory.

www.dorner.com



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