

# 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 receive 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.

Return Product Type								
Product Line	Standard Products					ETO Parts		
	Conveyors	Mounting Packages	Support Stands	Accessories, Standard Spare Parts & Standard Spare Flat Fabric Belts 8 feet or longer	Standard Belts: 8 feet or smaller Specialty Belts: Cleated, Specialty Fabric and Plastic Chain	All equipment and parts		
1100 Series	30% Return Fee on all products except: 50% Return Fee for conveyors with modular belts, cleated belts, or specialty belts.				Non-returnable	Case-by-Case		
2200 Series								
2700 Series								
3200 Series								
DCMove Series								
Pallet Systems & montratec	50% Return Fee on all products, pallets and non-stock FM products are non-returnable.							
Electrical (Gearmotor, Controller)								
C³ Compact Curve Series								
FlexMove								
ERT Series								
2200 Gravity Roller								
AquaGard Series	Non-returnable							
AquaPruf Series								
Discontinued Production Lines								

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. Surcharges are non-refundable.

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 partner or visit our website: [www.dornerconveyors.com](http://www.dornerconveyors.com).

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

## Dorner – North & South America

**Dorner – U.S.A.**  
**Headquarters**  
Hartland, Wisconsin, USA  
(262) 367-7600  
[info@dorner.com](mailto:info@dorner.com)

**Dorner – Canada**  
Burlington, Ontario, Canada  
(289) 208-7306  
[info@dorner.com](mailto:info@dorner.com)



CONVEYANCE SOLUTIONS



MAGNETEK



## Dorner – Europe

**Dorner – Germany**  
Jülich, Germany  
+49 (0) 2461/93767-0  
[info.europe@dorner.com](mailto:info.europe@dorner.com)

**Dorner – France**  
Velizy-Villacoublay, France  
+33 (0)1 84 73 24 27  
[info.france@dorner.com](mailto:info.france@dorner.com)

## Dorner – Asia

Penang, Malaysia  
+604-626-2948  
[info.asia@dorner.com](mailto:info.asia@dorner.com)

[dornerconveyors.com](http://dornerconveyors.com)

# CANCELLATION POLICY

Please contact Dorner if it becomes necessary to cancel an order prior to the order being shipped. Dorner reserves the right to evaluate each order that is to be cancelled and determine if any charges are applicable. This evaluation is based on the production process and estimated charges shown below and with the following items applied.

- A minimum cancellation fee of \$10.00 applied for all orders.
- Discounts will not be applied to cancellation charges, and surcharges are not refundable.
- Partial order cancellations with configuration changes may require revised lead time and ship date calculations.
- Engineered Parts and Accessories will be reviewed on a case-by-case basis.
- In addition to the table below, both BTO and ETO Conveyor orders that go through Engineering incur an assessed base \$500.00 cancellation fee; with additional billable hours reflective of actual engineering hours applied.

When calling for authorization to cancel an order, 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 cancelled.
3. Reason for cancellation.
4. Customer's original order number used when ordering the item(s).

Cancellation Product Type							
Product Line	Standard Products					ETO Parts	
	Conveyors	Mounting Packages	Support Stands	Accessories	Conveyor Belts and Spare Parts	All equipment and parts	
1100 Series	30% Cancellation Fee on all products plus 100% Cancellation Fee on accompanying belts purchased or manufactured at Dorner at time of cancellation				100% Cancellation Fee on belts purchased or produced at time of cancellation except 30% Fee on flat belts with regularly stocked material for conveyors 8' feet or longer	Case-by-Case	
2200 Series							
2700 Series							
3200 Series							
DCMove Series							
Pallet Systems & montratec	50% Return Fee on all products, pallets and non-stock FM products are not able to be cancelled.						
Electrical(Gearmotor, Controller)							
C³ Compact Curve Series							
FlexMove							
ERT Series							
2200 Gravity Roller							
AquaGard Series	Conveyors and components in this category are not able to be cancelled.						
AquaPruf Series							
Discontinued Production Lines							

Accepted cancelled orders will be invoiced at the time the full order is closed, or partial order has shipped. The cancellation charge covers processing, inspection, cleaning disassembly, disposal, and reissuing components to stock.

Dorner – North & South America

Dorner – U.S.A.  
Headquarters  
Hartland, Wisconsin, USA  
(262) 367-7600  
info@dorner.com

Dorner – Canada  
Burlington, Ontario, Canada  
(289) 208-7306  
info@dorner.com

  
CONVEYANCE SOLUTIONS



Dorner – Europe

Dorner – Germany  
Jülich, Germany  
+49 (0) 2461/93767-0  
info.europe@dorner.com

Dorner – France  
Velizy-Villacoublay, France  
+33 (0)1 84 73 24 27  
info.france@dorner.com

Dorner – Asia

Penang, Malaysia  
+604-626-2948  
info.asia@dorner.com

dornerconveyors.com