

Parts Return Policy  
Erdman Automation Corp. Returns Policy  
Effective February 2017

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**Our Pledge to You:**

At Erdman Automation, our goal is 0 down time. We want your machines running at maximum potential. We are a machine builder, not a parts shop. With that in mind, we do not penalize you for ordering the wrong part when you follow our return policy- we will work with you to ensure you receive the correct replacement part for your machine.

**Erdman Standard Equipment Warranty:**

Erdman Automation Corp. does hereby warranty/ guarantee for a period of two\* (2) years from the date of machine shipment to replace or repair (which ever Erdman deems appropriate) any product or component thereof manufactured by Erdman which upon return to Erdman for inspection proves to be defective in material and workmanship. The warranty/ guarantee does not apply to normal wear, perishable tooling, wear components, software and or any problems related to or because of defective products or software furnished by other reputable manufacturers. This policy is affected by and limited to the parts/ components warranty/ guarantee provided by the original component or product manufacturer. This warranty does not cover product which have been subject to misused, negligence, accident, misapplication or modified in any way so as to affects its normal performance. \*Note: 2 year time period applies to equipment used utilized during standard 8 hour shift x 5 days/ week normal operation.

**Return Policy:**

When returning a part, please follow these steps:

- 1) Prior to the return of new, unused parts, please contact us with the reason for the return or exchange. We will move quickly to get the correct exchange parts on the way.
  - a. Please call 763-389-9475 or email [eac@erdmanautomation.com](mailto:eac@erdmanautomation.com) for a Return Authorization Number.
  - b. Erdman metering pumps can be returned for a “core credit”, please call or email for a Core Return Number.
    - i. Return parts that arrive without an Return Authorization Number or Core Return Number will not be accepted.
- 2) Be sure to send incorrect parts back promptly. We cannot accept return parts received 30 days past the initial return inquiry.
- 3) Some returns may be subject to the original manufacturer’s restocking fee and/or warranty.
  - a. Please do not send your purchase directly back to the manufacturer unless directed.
- 4) Ship to Erdman Automation Corp. 1603 14<sup>th</sup> South Princeton MN, Attn: Returns.
  - a. Return freight charges are the responsibility of the customer.
- 5) If expecting a refund, it will be credited to the original credit card used for your purchase within 7-10 business days upon receipt of the returned merchandise at our plant.

To be eligible for refund or exchange, your item must be:

- Unused and in the same condition that you received it.
  - One exception to this is the Erdman metering Pumps and Valves. You may return these items used for failure analysis, with potential for a refund or exchange. See “Exceptions & Special Considerations for Fluid Metering Components below”.
- Electrical components must be returned with the manufacturer’s seal intact, in the original packaging.
- Returned within 30 days of purchase OR 90 days for Erdman Fluid Metering System components.

**Warning! Warranty is void on any returned Pump or Valve that shows signs of disassembly/ reassembly, modification, or misuse.**

*Exceptions & Special Considerations for Fluid Metering Components:*

*Fluid Metering system components, aka “Pumps and Valves”, manufactured by Erdman Automation Corp are warranted for a period of 90 days from the date of shipment or 90 days from the date of installation if the item is registered for warranty online or in the mail. Fluid Metering units manufactured by Erdman that fail within warranty period must be returned to Erdman for proper technical dissection and analysis for warranty consideration. Any other fluid meters or components not manufactured by Erdman (example; gear pumps, primary unloader pumps, sealant valves, sealant hoses, sealant mixers, nozzles, etc.) have no warranty extended by EAC for wear. For fluid meter components other than EAC please refer to the original equipment manufacturers warranty. EAC will not warrant fluid metering components for any beaded sealant.*

*Fluid Metering components are considered wear components and the working life of each individual component will vary depending upon the deleterious effect of sealant or other media used. Normally the metal components of the fluid meters, valves and nozzles will last indefinitely under normal operating pressures and with proper filtration. High quantities of abrasive solids as found in many warm/ hot melts and/ or POLY-anything as found in some sealants will significantly shorten the life of all components.*

**Refunds, Exchanges, Core Credits:**

Once your return is received and inspected, we will notify you via email or phone call that we have received your returned item. We will also notify you of the approval or rejection of your refund, exchange, core credit, etc.

**Late or Missing Refunds:**

If you haven’t received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you’ve done all of this and you still have not received your refund yet, please contact us at [joerdman@erdmanautomation.com](mailto:joerdman@erdmanautomation.com).

**Shipping:**

To return your product, you should mail your product to: **1603 14th St South, Princeton, MN, 55371, United States**. You will be responsible for paying for your own shipping costs for returning your item.

**Cancellation Policy:**

Should you choose to cancel your order, please be advised that order processing begins immediately upon placement, therefore, there is a limited amount of time during which an order can be canceled prior to shipment. Please call immediately to cancel, 763-389-9475. Items on backorder may be cancelled at any time prior to being received into inventory. Please be advised that a restocking fee may apply.