



SCHMERSAL

THE DNA OF SAFETY

Schmersal Inc

15 Skyline Drive, Hawthorne, NY 10532

Webshop Customer Service: webshop-us@schmersal.com or 914-347-4775 option 1

Technical Support: supportusa@schmersal.com or 914-347-4775 option 2

WEBSHOP TERMS AND CONDITIONS

PRICES

Prices displayed in the webshop are valid for that transaction. We reserve the right to revise prices at any time for typographical error, accounting, or other administrative reasons.

PAYMENT TERMS

All accounts are initially set up to pay by credit card at time of order. Invoicing terms only available to Authorized Distributors.

MINIMUM ORDER

The minimum order billing is \$100 per order. A minimum order fee will be added to raise the order amount to \$100.

SHIPPING & DELIVERY

All material is sold and priced F.O.B. Hawthorne, NY, USA.

All shipments will be made via customer's choice of UPS or FedEx, billed to customer's account. A valid account number must be provided for shipment.

Customer is responsible to inspect shipments and any discrepancies between item(s) ordered and item(s) received must be acknowledged within 30 days from date of shipment. Items damaged in shipment should be claimed against the carrier.

ORDERS FOR NON-STANDARD/SPECIAL ITEMS

Items available for purchase in the webshop are standard items and are returnable. Customized, non-standard, and special items are not able to be purchased via the webshop. Please contact an [Authorized Distributor](#) for these items.

ORDER CANCELLATION

All orders will be confirmed via email. Please review the order confirmation to ensure the parts are ordered correctly. Discrepancies must be reported immediately to customer service for correction. Schmersal is not responsible for lost confirmations due to typos in email submitted in registration.

We generally ship in-stock items the same day if the order is placed before 3 PM Eastern. Contact our Customer Service representatives to cancel an order, but orders cannot be canceled once picked up by carrier.

webshop-us@schmersal.com or 914-347-4775 (option 1)

RETURNS POLICY AND PROCEDURES

30-Day Money Back

You may request to return any products purchased through our webshop within 30 days of purchase for a refund. Freight / shipping charges are not subject to refund, as this is a service provided by a third party and was billed by the carrier. Items damaged in shipment should be claimed against the carrier.

We cannot directly accept products purchased from one of our Authorized Distributors or any other third party. When seeking a refund first contact the distributor from whom you originally purchased.

For products purchased through our webshop, please follow this procedure:

1. Contact our Customer Service representatives for a Return Material Authorization (RMA) number before returning any products to us. Please be ready to provide your customer number and either the sales order number or invoice number for the transaction(s) for the part(s) to be returned. webshop-us@schmersal.com or 914-347-4775 (option 1)
2. Place returned products in an appropriate shipping container, with appropriate packing materials, to avoid product or product packaging damage during shipment.
3. Clearly mark the RMA number on the outside of the shipping box, or place a copy of the RMA form inside a clear packing list envelope attached to the box so that the RMA number is visible.
4. Arrange for shipment with an appropriate carrier. You are responsible for return shipping charges, unless otherwise agreed upon at the time of the RMA is issued.

Refund amount will be based upon original invoiced price of the item(s) returned.

A RMA number does not guarantee a refund. Refunds will only be issued once the return shipment is received and inspected. Reasons why items may be rejected:

- Product was damaged in return shipment.
- Product was not returned in like new condition or shows clear signs of use.
- Product was not in original packaging or original packaging damaged.
- Original packaging is defaced by writing, marking, or application of stickers.
- Documentation, screws, and other components included with the original part shipment are missing or damaged.
- Product was not specified for return on the RMA.
- Return shipment was received after 30 days from date RMA issued.
- Items were purchased via distributor, or are non-standard items.

Rejected items will be denied a refund and be returned to customer at the customer's expense.

Warranty Returns/Replacements

Safety devices are not field repairable. We do not sell used, refurbished, or repaired devices via our webshop.

Schmersal will replace products which have been found defective due to workmanship or material. This warranty is made only for a period within 18 months of the date of the invoice to the customer and applies to products which have been subjected to normal and proper usage. This warranty is void for products which have been repaired or altered, and for products subject to misuse, negligence, or accident. Schmersal reserves the right to evaluate the product to determine if the warranty is applicable.

Items damaged in shipment should be claimed against the carrier. All material is sold and priced F.O.B. Hawthorne, NY, USA.

We cannot directly accept products purchased from one of our Authorized Distributors or any other third party. When seeking a warranty return or replacement first contact the distributor from whom you originally purchased.

For any products purchased through our webshop, please use this procedure:

1. Contact a Schmersal Application Engineer to troubleshoot any problems with the application of the product and to determine if a warranty return is necessary.
supportusa@schmersal.com 914-347-4775, option 2
2. Fill out a *Warranty Evaluation RMA Request Form* provided by the Application Engineer to obtain a Return Material Authorization (RMA) number.
3. Place an order for a replacement product. You will be charged for this order, but if the evaluation determines the warranty is valid, you will be refunded this invoice amount.
4. Return product for evaluation in an appropriate shipping container, clearly marked with the RMA number on the outside of the shipping box, or with a copy of the RMA form inside a clear packing list envelope attached to the box so that the RMA number is visible. Arrange for shipment with an appropriate carrier. You are responsible for return shipping charges, unless otherwise agreed upon at the time of the RMA is issued.

Upon receipt of the returned item, it will be evaluated.

- If the unit is deemed defective and under warranty, it will be scrapped, and a refund will be issued on the replacement order.
- If the unit is found to operate within normal parameters or if the damage/malfunction is determined to be from repair, alteration, or misuse, then the unit will be returned to the customer and no refund will be due.

A detailed report of the evaluation will be provided.

No refund will be granted for items not returned for evaluation. Additional item(s) shipped which were not listed on the RMA will be returned to the customer, at customer's expense.

LIMITS OF LIABILITY

Terms inconsistent with those stated herein that may appear on a customer's formal purchase order will not be binding.

The agreement to replace a product under warranty is limited to F.O.B. shipping point and is in no way a liability for damages, direct or consequential, or for delays, installation, transportation, adjustment or other expenses arising in connection with such product.

Schmersal Inc. is in no way liable or responsible for injuries or damages to persons or property arising from or out of use of the product outside of the described specifications. Except for the warranty herein before stated, there are no express warranties and no implied warranties of merchantability or fitness for a particular purpose, other than those expressly set forth above. This limited warranty is in lieu of and excludes all other representations made, both express and implied, unless set forth in writing and signed by an authorized executive of Schmersal Inc.