

SEW-EURODRIVE A/S Return Policy

Only products from SEW-EURODRIVE Denmark's standard assembly program can be returned for crediting – and only in agreement with SEW.

Conditions for returning products for crediting:

- Products older than 3 months from invoice date cannot be returned.
- Spare parts cannot be returned.
- Only units from SEW/DK's assembly program can be returned (assembly program can be required from the service department or internal sales).
- Encoders cannot be returned. Regarding units supplied with encoders, the price for these will be deducted before crediting.
- If you would like to return a product, please contact SEW with the invoice number from the original delivery. Please return the notified products within 8 days.
- Invoice number must appear on the delivery note with the returned goods.
- Damaged products cannot be returned and the packaging must be intact. The unit may not have been put into operation. Only products, which can be disassembled and taken into stock, can be returned. Gear with aluminum house cannot be disassembled, and therefore they cannot be returned.
- Only products with SEW standard colour (RAL 7031) or unpainted can be returned.
- Electronic products which have been installed or mounted cannot be returned.
- The product must be returned to our address in Greve without any costs for SEW.
- Only products which have been bought via SEW-EURODRIVE A/S, Denmark, can be returned.
- For gears and gearmotors a fee of 50% (minimum DKK 800,-) of purchase price will be charged to cover disassembly and parts which cannot be reused (oil, sealings, bearings etc.). For bigger gears and gearmotors (from size 97 and above), the fee will be 40% of purchase price. For electronics a fee of 50% of purchase price will be charged.
- Special oil (synthetic / food grade oil) will be deducted in the credit note with the net price/liter.

- Credit note of less than DKK 250,- will not be issued.