

## **ControlTech's cancellation and return policy**

Following a change in Rockwell Automation's terms and conditions, ControlTech has issued new rules for charges for cancelled orders or returns of standard products, and will implement the same rules and charges from 13 January 2023. The new rules are being implemented by Rockwell Automation globally to facilitate scheduling and ensure better accuracy in setting delivery dates.

### **Order cancellations**

New orders for Rockwell Automation products with ControlTech:

- All new orders that are cancelled after 30 days from the date the order is placed.

The fee for Rockwell Automation stock items is set at 18% of list price, the fee for non-stock items is 25% of list price. This fee will not be charged if Rockwell Automation extends the product delivery date by more than 30 days after the order is placed.

- Engineered-to-Order (ETO) or Custom Solutions contracts:

There is no change in policy for these contracts. Rockwell Automation will apply fees that are contractually specified in the terms of these contracts.

### **Product returns**

Returns after January 13, 2023: The current policy remains in effect and is expanded as follows:

Rockwell Automation's return fee for in-stock products is set at 20%; the fee for non-stock products is set at 25%.

Returns of products that are related to quality issues or similar reasons for which Rockwell Automation is responsible will not be charged a return fee.