



Update

November 10, 2022

ORDER CANCELLATION AND PRODUCT RETURNS

Please note that, effective January 15, 2023, Rockwell Automation will apply the following order cancellation and product return charges to standard stock and non-stock Rockwell Automation products:

	Order Cancellation Charges	Product Return Restocking Charges
Standard Stock Products	18%	20%
Standard Non- Stock Products	25%	25%

Order cancellation charges will not apply to (a) new orders placed directly with Rockwell Automation, and which are cancelled during the 30 days following order entry, or (b) those instances where, after an order has been placed, the product shipment date is extended by more than 30 days by Rockwell Automation.

If you are a Rockwell Automation Authorized Distributor participating in the Distributor Manufacturer Integration program (DMI) Rockwell Automation will likely not apply or waive the order cancellation or product return restocking charges for DMI transactions, subject to the terms of your Distributor Agreement or relevant Rockwell Automation policies.