

Product Returns and Credit Requests

All requests for product returns and Credit requests, including defective product, must have prior authorization and include a return material authorization (RMA) number.

If making a physical return, the product should be returned to the location address given to you by the Customer Satisfaction representative. Ensure that the RMA number is clearly viewed on the outside of the box and/or skid.

If a return does not have a RMA number on the outside of the box and/or skid, the shipment could be refused and returned to the sender at the senders cost. Contact a Dayton Lamina Customer Satisfaction Representative for an RMA number.

Made to Order Items: *Made to order items are not eligible for return but will be reworked to customer specifications if possible. If the error was due to incorrect information provided by the customer or distributor, re-work charges may apply. If the error is made by Dayton Lamina, the item will be reworked or replaced at no charge.*

Resale Items: Returned goods must pass inspection prior to credit being issued. All items returned must be in new condition and ready for resale. All RMA numbers will be cancelled if the item or items are not returned within 30 days of the issue date.

Returned product must be packaged and identified to avoid shipping damage and make return handling expedient. The products must be returned by the same distributor/customer that purchased the product.

Product returned that is damaged will be returned freight collect to the customer. Authorization will be given for products purchased directly from Dayton Lamina Inc.

Re-stocking charges for direct customers are listed below.

Product Shipped 0 to 3 months 15% Re-stocking Charge
Product Shipped 4 to 6 months 25% Re-stocking Charge
Product Shipped 7 to 12 months 50% Re-stocking Charge

Authorized distributors please refer to the distributor guide for restocking rules and charges
Product shipped more than 12 months from the invoice date will not be eligible for return. The following items are not eligible for return:

Used hydraulic equipment and motors cannot be returned for credit.

If the returned product has customer entered tool/detail numbers etched on them a fee will be charged to remove. Removal fees will be quoted prior to the work being performed. If etchings cannot be removed without compromising the tolerances of the product, credit will not be issued and the product will be returned.

Dayton Lamina reserves the right to deny credit on any returned merchandise that is not acceptable for resale by the Dayton Lamina inspection department, regardless of the date of sale.