
Warranty & Returns Policy

This Warranty & Returns policy applies to all standard and special IMI Precision Engineering – Americas products and supersedes any previously issued Warranty & Returns Policy. All references to Norgren herein will include Norgren LLC and any of its affiliates from which you purchase products. Warranty & Returns Policy for distributors is available on distributor portal and may include different or additional terms.

Warranty Period

For products manufactured by IMI:

Product	Warranty Period (years from date of invoice)
Actuators - Pneumatic / Hydraulic	3
Vacuum	3
Air Preparation	2
Valves	2
Fittings & Accessories	2
Sensors	2
Manifold /Systems	2
Actuators - Electric	1
MFD Products	1
All other products	1

Warranty for prototypes, custom products, development services and other manufacturing services will be individually agreed upon.

E-commerce catalogue items not manufactured by Norgren, to extend permissible, are warranted for the period of any pass-through warranty provided to Norgren by the manufacturer.

Returns of Products under Warranty

Process

1. All warranty / defective product returns must be approved by Customer Service and reference a Returned Merchandise Authorization (RMA) number. Returns will not be accepted unless a valid RMA number is clearly indicated on the outside of the shipping package of the returned product.
2. To obtain an RMA, contact Customer Service or Quality Representative at the location where the order was placed with the following information:
 - a) Complete part number, quantity, and order number.
 - b) Description of problem including application details, operating pressure, media, and cycle rate if this is a recurring issue, etc.

Customer service will designate the Norgren location to which the product(s) must be returned.

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3. Return the defective product(s) in prepaid freight. Norgren will not accept collect shipments. In addition:
 - a) Only product(s) listed on the RMA will be accepted. Items not appearing on the RMA will be returned unprocessed via a freight-collect shipment.
 - b) Returned product must be received by Norgren within 30 days of its issuance of the RMA; otherwise, the RMA will be void, and a new RMA must be issued for the return.
 - c) If a returned product was exposed to hazardous application materials, the return must include a corresponding material safety data sheet (MSDS).
 - d) New application materials (including lubricants, powders or liquids, chemicals, etc.) shipped as a part of an application review or quote request similarly require an RMA and accompanying MSDS.

4. Please note our standard procedure for products being returned due to an alleged warranty concern:
 - e) We evaluate the product and determine if it is defective.
 - f) If the product is found to be defective, we will do one of the following:
 - I. Repair the returned product.
 - II. Replace with a new product; or
 - III. Issue credit.
 - g) All costs and expense related to shipping any replacement parts or goods will be paid by Norgren if there is a breach of the applicable warranty. Buyer shall pay for all installation costs.

5. If the product is not defective, we will contact the sender and ask how to manage the product. Returned product found to be in compliance with the applicable product warranty will be held for 20 days. If after 20 days and no response provided by sender, Norgren may scrap the product in its discretion.

6. DO NOT issue a debit memo. Norgren will not honor a customer-issued debit memo.

Returns & Repairs of Product Outside of Warranty

Returns and Repairs of Product not covered by warranty are not allowed without Seller's prior written authorization. Custom/special products are non-returnable. All returns, if permitted, are subject to restocking fees. For more information, please contact Customer Service.