



Telephone: 01604 677240
sales@igus.co.uk
www.igus.co.uk

Caswell Road
Northampton
NN4 7PW

Returning an item

If you have discovered any non-conformance regarding your order, please contact us within 5 working days from receipt of delivery. Replacement(s), re-work or credit will be issued depending on the nature of the reported problem and mutual agreement.

If you are unhappy with your purchase or no longer require the item, please contact us within 30 days from delivery. The return and will be set up according to our Terms & Conditions.

How to return an item:

1. Please contact igus by calling 01604 677240 or by email mmoldovan@igus.net to obtain the return authorization code (RMA number) before sending the goods back.
If an item is returned prior to an RMA number being issued, the delivery will be rejected.
2. Ensure that the items are returned in suitable packaging, to avoid the damage in transit.
3. Any returned part must be received back in the original condition – unused and without damage.
4. Depending on the reason of the return, igus can arrange the collection of them as part of our returns process. If the collection attempt is unsuccessful due to reasons the courier could not be responsible for, the customer will be charged for the second collection arranged (costs being subject to courier's Terms & Conditions).
5. Allow at least 2 working days for igus' chosen courier to collect the goods. Please contact igus if the collection is not made in the mentioned time frame, so we can avoid the delay of the return process.

Items not accepted for return

Due to specific properties of some of our products we are listing the non-returnable goods as follows:

- Rails <1m
- Cables<10m
- Items that are not included in our catalogue (i.e.: 3D printed parts, machined items, bespoke products etc.)

Return handling charges

A handling charge may be applied, subject to case review. The handling charge will be agreed prior to an RMA being issued.

When the return item has been received and processed:

Once the return has been received and inspected, the credit note, if applicable, will be issued within 5 working days.



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Any associated documentation will be electronically sent.

If for any reason the items are not in an acceptable condition, you will be contacted immediately to discuss how to proceed. Please be aware that if we do not get a response within 5 working days, the item will be repackaged up, rejected and returned to your original delivery address.

Credit Note

Please be aware that when a credit note is processed it will be shown as a credit on your igus account. It does not automatically get refunded into your bank account.

If the items are not being returned

After 6 months of an RMA being open, if no goods have been received the return will be cancelled. We will contact you prior to doing this.