



## Returns and Exchanges

We're realistic, we understand that things don't always work the way you need and expect them to, or that some unforeseen events may require a change of plan, and we're here to help. We make every effort to make returning goods for credit/exchange as simple and painless as possible.

Current products will be accepted for credit or exchange only with prior written authorization from Erikson Commercial by completing the attached form and only if they are in a resellable condition.

To return a piece of equipment for non-repair issues, the client should:

- 1- Fill out and submit a Request for Product Return form (downloadable from our website) or by clicking on the following link: [Product Return form](#)
- 2- Email the form to [info@eriksoncommercial.com](mailto:info@eriksoncommercial.com) to request an RA number:

Please make sure to provide the following information about each item:

- Make and model
- Serial number
- Date of purchase and original invoice number
- Detailed description of the reason for the return
- Condition of the packaging, (opened, unopened, missing)
- Complete contact info including phone number and return address

Discontinued products may not be returned for credit or exchange.

Special order products may not be returned for credit or exchange.

When issued, authorization will include complete instructions. Shipments which do not include a copy of the written authorization will be returned to sender (transportation charges collect).

Credit will be issued only after material is inspected and approved, and will be based on original dealer cost, less restocking charge and any necessary charges for repair or refinishing, as determined by Erikson Commercial.

Restocking charges as follow:

- **Within 30 days of shipping date:**  
15% restocking charge for new, unopened products  
25% restocking charge if box has been opened, plus any necessary charges for repair or refinishing, as determined by Erikson Commercial.
- **Within 30 – 60 days of shipping date:**  
25% restocking charge for new, unopened products  
40% restocking charge if box has been opened, plus any necessary charges for repair or refinishing, as determined by Erikson Commercial.
- **Within 60 – 90 days of shipping date:**  
50% restocking charge for new, unopened products  
Products may not be returned if box has been opened.
- **After 90 days of shipping date:**  
Products may not be returned for credit or exchange.

Material returned to the head office for any reason must be shipped freight prepaid.

Exception: in cases that are deemed “Dead-On-Arrival” (DOA) by our Service Department, Erikson Commercial will issue a Call Tag for our shipping company to pick-up the defective product from the client’s location.

Any material returned by a dealer due to an error on the part of Erikson Commercial and in accordance with proper authorization procedure will be credited at the full price, and a call tag will be issued for our shipping company to pick-up the defective product from the client’s location.