



## Centricut Customer Return Information

**All Centricut parts carry the following return policy:**

1. Parts found to be defective in design or workmanship within one year from date of purchase is covered under warranty. We encourage your feedback in these areas at any time.
2. After purchase, parts found to be a mismatch for the application are eligible for credit if the following criteria are met:
  - Purchased within the past 12 months
  - In original, clean, unopened packaging
  - In new condition
  - Current design revision

Due to return policies by our suppliers, **special ordered parts being returned must be received at Centricut within 15 days of purchase** (invoice & ship date) to be eligible for credit.

In addition, these returns must be shipped prepaid and are subject to a **25% restocking fee**.

3. A Return Authorization (RA) number, issued by Centricut, must accompany all returns. Return Authorizations are valid for 45 days from date of issue.  
**Call 800-752-7623** to request your RA#. At the time you request the RA#, please have a listing of all items (catalog #'s, quantities, and lot #'s) to be returned. This will help us process your return request quickly and efficiently.
4. Parts returned that are not eligible for credit will not be returned to the customer unless specifically requested in writing with the return.

If you feel you have an exception to the above guidelines, it will be handled on a case-by-case basis and require management approval.

*Thank you and please let us know if you have any questions.*