

SEW-EURODRIVE A/S - return policy

Only goods from SEW-EURODRIVE A/S Denmark's standard assembly program*, and otherwise as stated below, are accepted for return, and only after prior agreement with SEW.

The conditions for returns are as follows:

- Items older than 3 months from the invoice date cannot be returned
- The item must be returned in original packaging, the unit must be undamaged and not put into operation
- After agreement with SEW, the [return form](#) is completed and sent to Service@sew-eurodrive.dk
- A copy of the completed return form must be enclosed with the return item upon submission
- The item must be returned within 8 days to our address in Greve, at no cost to SEW

The following items cannot be returned:

- Units in aluminum gear housings (R17, R27, F27, W20/30/29/39)
- Units painted in colors other than standard colors RAL 7031, RAL 9005, as well as units in OS surface treatment
- Encoders
- Electronic products that have been installed
- Oils sold outside SEW DK's standard program*
- Spare parts

Credit upon return:

- Units with a purchase price of less than DKK 2400,- (per unit) will not be returned and will not be credited
- Units with a purchase price of more than DKK 2400,- (per unit) will be returned and credited with 40% of the purchase price

*The standard assembly program can be provided via the service department or Internal Sales