

# Eaton return policy

## Effective August 2020

Even with the best inventory planning systems, it is sometimes necessary for distributors to return product based on changes in customer demand. This document outlines Eaton's policy for commercial exchange returns.

## Standard returns

### Eligibility

Products considered eligible for return include **current design, distributor stocked items** purchased by the distributor directly from Eaton by business:

| Eaton business:             | Crouse-hinds | Bussmann | Wiring devices | Distribution & control | B-Line  | PQ                    | Power systems |
|-----------------------------|--------------|----------|----------------|------------------------|---------|-----------------------|---------------|
| Purchase order within last: | 2 years      | 2 years  | 2 years        | 2 years <sup>(1)</sup> | 2 years | 1 year <sup>(2)</sup> | 2 years       |

<sup>(1)</sup> **Drives:** Open drives must be returned within 18 months of the original manufacturing date code. Enclosed drives must be returned within 12 months from shipment from Eaton. See TD040003EN for more details.

<sup>(2)</sup> **PQ** – Any UPS or battery returns must be exchanged at least two months before the recharge date of the units expiration.

All merchandise must be returned in resaleable condition in the original packaging, original labeling and standard box quantities. Additionally, return-eligible products must bear no signs of being installed and must be free of visual defects/signs of abuse.

The **minimum total return amount** for any commercial exchange return is \$250. The **maximum annual dollar limit** is 5% of previous year's into-stock sales with each Eaton business.

### Stock rotations

If a return qualifies as a stock rotation return, this limited offer return waives the restocking fee on standard warehoused products only. This does not apply to any specially-built product

(Q-type or other made-to-order type), nor for any items ordered on a project. Items must be current design returned in resaleable condition. Stock rotation returns will not be processed in December.

The number of returns will be determined by Eaton business:

| Eaton business:                | Crouse-hinds | Bussmann | Wiring devices | Distribution & control | B-Line  | PQ      | Power systems <sup>(1)</sup> |
|--------------------------------|--------------|----------|----------------|------------------------|---------|---------|------------------------------|
| Number stock-rotation returns: | 2x year      | 2x year  | 2x year        | 4x year                | 2x year | 4x year | 2x year                      |

<sup>(1)</sup> Restocking fee of 25% is not waived for Power systems.

### Authorizations & credit

Eaton will review each return request and authorize with an RGA number and other return information if accepted. If a product is not returned for evaluation within **45 days** of the return authorization, the return authorization will expire.

For returns outside of a stock-rotation return, a restocking charge will be issued for stock-type items of current design in resaleable condition. Current design is classified active product not in O (obsolete) status. See chart below for restocking charges for **stock-type items** corresponding to each business:

| Eaton business:      | Crouse-hinds      | Bussmann | Wiring devices | Distribution & control | B-Line            | PQ                 | Power systems |
|----------------------|-------------------|----------|----------------|------------------------|-------------------|--------------------|---------------|
| Restocking charge %: | 0% <sup>(1)</sup> | 20%      | 25%            | 10% <sup>(2)</sup>     | 0% <sup>(1)</sup> | 15% <sup>(3)</sup> | 25%           |

<sup>(1)</sup> One-for-One replacement order required.

<sup>(2)</sup> Q-type items: Standard non-warehoused current product – 20% restocking charge, custom built non-standard – 80% restocking charge.

<sup>(3)</sup> 1 Phase – 15%, 3 Phase 20%, Special custom or configured product minimum of 50% restocking charge.



Powering Business Worldwide

If re-boxing of an item is necessary and available for the business, the chart below outlines the corresponding reboxing charge %:

| Eaton Business:     | Crouse-Hinds       | Bussmann  | Wiring devices | Distribution & control | B-Line             | PQ  | Power systems |
|---------------------|--------------------|-----------|----------------|------------------------|--------------------|-----|---------------|
| Re-boxing charge %: | 30% <sup>(1)</sup> | Not avail | Not avail      | 20% <sup>(2)</sup>     | 30% <sup>(1)</sup> | 15% | Not avail     |

<sup>(1)</sup> A re-boxing fee will be assessed for returns on damaged carton(s) requiring repacking and/or non-standard box quantities where products can be purchased in a broken carton quantity.

<sup>(2)</sup> A re-boxing fee will be assessed for damaged carton(s) requiring repacking at 20% of invoice price or \$50 per unit, whichever is smaller.

## Evaluation

Returns are subject to inspection by Eaton for final credit determination. This evaluation will be outlined in the return evaluation report. Returns may be rejected if:

- Material is used or damaged (material will be scrapped; 0-10% credit will be issued)
- Any returned product is shown to be gray market or unauthentic (material will be scrapped; no credit will be issued)

### Evaluation disposition:

After evaluation, for items with offered credit not acceptable by the customer: Items with restocking charge of 20% or less, or value of \$250 or less cannot be disputed and will not be returned to the customer. Other items with more than 20% restocking charge or worth more than \$250 will have 10 business days to review for returning to the distributor shipping collect at the customer's expense. RGA final processing will be issued after this 10-day review period.

Any damaged product, including water damaged items, will not be returned to the customer and will be scrapped. Any returned product that is shown to be gray market or unauthentic, will be scrapped; no credit will be issued.

**Field scrap:** Obsolete, defective, broken cartons or damaged items may be available for a scrap in field option and will need to be negotiated by each business unit.

### “Non-standard” returns

If your return falls under any of the following categories, it may be considered “non-standard” by Eaton and the following conditions will apply:

- **Standard product ordered on projects** must have the project order number referenced on the return. Maximum credit offered follows the policy outlined in this document using the project pricing. Project orders are not eligible for stock-rotation returns
- **Made-to-order** products are not returnable unless specified by business in this policy
- **Assembled products** without a registered part number cannot be returned
- **Obsolete items** cannot be returned
- **Broken cartons** (items with a minimum order quantity) cannot be returned

### Return process

Return shipping must be prepaid by the customer. If your merchandise is applicable for return based on the above criteria, please note the following before submitting your return to Eaton:

- Check that return authorization has been completed for all items in your return prior to packaging any product
- Be aware that multiple return locations may be possible
- Do not deduct any amount until the return is received by Eaton and evaluated. Following the evaluation, a credit will be issued if the return is accepted
- Check returned product from customers for evidence of use, installation, or gray market product before sending to Eaton

When preparing your return shipment, please be sure to include **one packing slip** per shippable unit (one per box/pallet). This will ensure your product is returned to the correct location. Also, please **affix paperwork or reference the claim ID/RGA** on each shippable unit.

For maximum credit, take photos of larger returns (>\$10K) <sup>(1)</sup> and email per contact information in below chart with the claim ID/ RGA as the subject line. If you require additional support or have questions on returns not outlined in this document, contact the business returns group.

<sup>(1)</sup> B-Line: Photos are required for all channel, cable tray, and grating product returns

| Eaton business:        | Email                    | Phone                  |
|------------------------|--------------------------|------------------------|
| Crouse-hinds           | ECHReturnGoods@eaton.com | 866-764-5454           |
| Bussmann               | BussRMA@Eaton.com        | 855-287-7626           |
| Wiring devices         | WDRGARRequest@Eaton.com  | 866-853-4293, option 1 |
| Distribution & control | CORE@eaton.com           | 800-410-2910           |
| B-Line                 | BLineUSReturns@eaton.com | 800-851-7415           |
| PQ                     | SalesRMA@Eaton.com       | 800-356-5794, option 4 |
| Power systems          | CPSDReturns@Eaton.com    | 877-277-4636           |

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