



## ORDER CANCELLATION, PRODUCT RETURNS, AND DELIVERY DATE CHANGES

# Update

March 22, 2024

Please note that Rockwell Automation is extending the previously announced temporary pause in processing specific returns of products until April 15, 2024, except for returns related to shipping errors, warranty, quality, or safety issues.

There are no changes at this time to Rockwell Automation's policy regarding order cancellation charges, which will remain 18% for Standard Stock Products and 25% for Standard Non-Stock Products.

Order cancellation charges will not apply to (a) new orders placed directly with Rockwell Automation, and which are cancelled during the 30 days following order entry, or (b) those instances where, after an order has been placed, the product shipment date is extended by more than 30 days by Rockwell Automation.

If you are a customer that has a direct agreement with Rockwell Automation, the terms of such agreement will apply.

As previously announced, Rockwell Automation will not allow changes to a product's delivery date, as noted below.

For orders placed before December 15, 2023 in North America, Latin America, and EMEA, and January 1, 2024 in Asia Pacific, Rockwell Automation will allow a maximum of one change to a product's delivery date, which may not exceed 90 days. These changes are subject to adjustments in price.

Rockwell Automation may allow changes to the delivery date in those instances where the change in the delivery date is the result of another product in the same bill of materials not being available for shipment by Rockwell Automation or if the delivery date is being changed to an earlier date.

If you are a Rockwell Automation Authorized Distributor participating in the Distributor Manufacturer Integration program (DMI), Rockwell Automation will likely waive (or not apply) the order cancellation charges for DMI transactions, subject to the terms of your Distributor Agreement or relevant Rockwell Automation policies.