



The following is a list of current products that are eligible for return.  
See the following "RMA Product Return Requirements" page for product return criteria.

#### Drives and Drive Options

Commander C AC drives  
Commander S AC Drives  
Digitax HD Servo drives  
HVAC Drive H300 AC drives  
Mentor MP DC drives – 208-480 V & 575 V only  
Pump Drive F600 AC Drives  
Quantum MP DC drives  
Unidrive M AC Drives – 115 V, 230 V, 460 V & 575 V only  
Drive options: Key pads and plug in option modules for the drives listed above

#### Motors and Cables

XV/NT/MG/MH servo motors – All models in published price list except brake units and white epoxy finishes  
Unimotor hd servo motors – All models defined as "Preferred" in the price list  
Servo motor feedback and power cables:  
• Unimotor fm and hd servo motor standard length cables:  
    SIBA\_, SIBE\_, SSBA\_, SSBC\_, SSBE\_, SRBA\_, SRBB\_, SSBC\_, MSBA through MSBG\_, MBBA\_ through MBBG\_  
• NT/MG/MH standard cables 5, 15, 25, 50, 100 - foot lengths:  
    UFCS, CFCS, CFCO, CFOS, CMDS, CMMS, CMLS  
• XV standard cables 5, 10, 15 - foot lengths:  
    XUFTS, XUFCS, XCFCS, XCFTS, XTMDs, XCMDS  
• XV2 standard cables 3, 5, 10 - meter lengths:  
    XFFMS, XFFMF, XMMDs, XMMDf, XMBMS, XMBMEF

All products and accessories not specifically listed above are NOT eligible for return.

#### Re-stock Fees:

The following points outline the key details of our return policy:

- 10% restocking fee if return requested between 1 to 45 days from invoice date
- 50% restocking fee if return requested between 46 to 75 days from invoice date
- 75% restocking fee if return requested between 76 to 90 days from invoice date

There is a minimum restock charge of \$200 per return

Product returns need to be received by Control Techniques within 30 business days after RMA is issued.

Control Techniques reserves the right to limit quantities on products eligible for return.

#### RMA Product Return Requirements

- When returning products, the following criteria are required:
  - Product must be listed on the 'Product Return Policy'
  - Products must be in new condition and unopened
- If products are returned and:
  - Packaging is Damaged:
    - If the packaging is not in a saleable condition and the product requires re-packaging, a \$320 charge will apply.
  - Package has been Opened:
    - If upon return the product has been opened then the product will be returned to the customer.

