



New Product Returns Policy

The following is a list of current products that are eligible for a Returned Goods Authorization (RGA) and credit in new and unused condition.

See "RGA Product Return Requirements" in the following page for product return criteria and return instructions.

Drives and Drive Options

- KB Electronics branded Variable Frequency Drives (exception: Triac controls, custom controls, fuses, resistors, and other KB component materials)
- 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: Keypads and plug in option modules for the drives listed above

Servo Motors

- Unimotor hd servo motors – All models defined as "Preferred" in the Industrial price list

Servo Motor Feedback & Power Cables

- Unimotor hd servo motor standard length cables:
SIBA_, SEBE_, SRBA_, SRBB_, MSBA through MSBF_, MBBA_ through MBBF_.

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

Re-stock Fees

There is a minimum restock fee of \$200 per return which is included in the breakdowns below.

- 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

Product returns NOT received by Nidec Drives within 60 calendar days after RGA is issued will be cancelled.

Nidec Drives reserves the right to limit quantities on products eligible for return.



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Registered in Delaware, USA. Company Reg. No. 27-3330722

RGA Product Return Requirements

When returning products, the following criteria are required:

- ✓ Product must be listed on the 'New Product Return Policy'
- ✓ Any product valued under \$200 is NOT eligible for return
- ✓ Products must be in new condition, unopened and in original packaging

Packaging Requirements:

- ✓ If the packaging is not in a saleable new condition and the product requires re-packaging, a \$320 charge may apply.
Nidec Drives reserves the right to refuse any product return that does not meet the following requirements
- ✓ If the product has been clearly damaged in transit to Nidec Drives, the shipment will be refused and returned to sender
- ✓ If the product appears to have been used, the product will be scrapped or returned to the sender with no credit issued

Please include the following details in the initial return request: item number, quantity, original PO number, item serial number and submit to:

CustomerService.CTA@mail.nidec.com or online at

<https://acim.nidec.com/en-us/drives/control-techniques/service-and-support/warranty-rma-requests>

Products returned for credit must have the RGA form issued by Customer Service attached to the package and the RGA number must be on the shipping label. **Please do not write on or mark the product packaging with the RGA number.** Doing so could result in a repackaging fee.

Quality Related Defects/Field Failures

If you receive product with a potential quality related concern, your product may be covered by the Warranty Policy for repair or replacement.

Please contact the Technical Support team for instructions at 1-800-893-2321 or online at

<https://acim.nidec.com/en-us/drives/control-techniques/service-and-support/technical-support>

