

Request a return:
Guhring Customer Service
(800) 776-6170
returns@guhring.com

Ship returns to:
Guhring, Inc.
Attn: Returns
1505 Commerce Ave.
Brookfield, WI 53045

GUHRING

RETURN GOODS POLICY

- You may contact customer service to request an RGA (Return Goods Authorization). RGA's will be considered only for accounts in good standing. Returns will not be accepted without a valid RGA number.
- Stock standard products listed in the latest Guhring literature may be returned. Obsolete products, special products, and modified products are non-returnable.
- Products must be in new, undamaged, resalable condition, and sealed in their original packaging.
- Items sold in package quantities must be returned in complete packages. Broken packages will not be accepted.
- Returns will not be accepted without an RGA number issued by Guhring.
- Within 30 days from invoice date; no restocking fee.
- After 30 days, but within 90 days from invoice date; 20% restocking fee unless accompanied by an offsetting standard products order of equal or greater value.
- After 90 days, but within 2 years from invoice date; 20% restocking fee; or 5% restocking fee if accompanied by an offsetting standard products order of equal or greater value. If specific PO/invoice numbers are not provided, value will be determined using standard pricing & discounts active for the account 2 years prior to the request. Return value may not exceed 10% of net standard product purchases from prior 12 months. Allowed one return per calendar year.
- Products are non-returnable after 2 years from invoice date.
- RGA will be void after 30 days.
- Return shipping must be prepaid unless otherwise instructed by Guhring.
- The RGA number must be clearly marked on the outside of the package, and an RGA form listing the RGA number must be included inside the package with the goods.

RETURNS FOR QUALITY/WARRANTY RELATED ISSUES

Guhring's Quality Department will issue an RGA for products to be returned to Guhring for inspection. Products determined by Guhring to be defective will be repaired or replaced under warranty, or credit will be issued at Guhring's sole discretion. If Guhring determines a warranty claim is invalid, notification will be sent and the tools will be returned.

RETURNS FOR GUARANTEED TEST ORDERS (GTO)

RGA requests must be submitted and approved through your local Guhring Territory/Regional Manager. RGA's will not be issued for tools that have been misapplied.

DISCLAIMER

Guhring reserves the right to refuse the return of any products. Guhring's sole discretion will be applied in the interests of upholding fair & ethical business practices.