

Product Return Policy

The following is a list of products that are eligible for return as long as they are in new, unopened condition:

- Digistart Soft Starters – all models
- Affinity AC Drives - 230V, & 460V only (Does NOT include any packaged drives)
- Commander SK/HSK AC Drives – 110V, 230V, & 460V only
- Commander SX AC Drives – 230V, & 460V only
- Mentor MP three phase DC Drives – 208-480V only
- Quantum MP three phase DC Drives – 208-480V only
- Unidrive SP AC Drives – 230V, & 460V only (SP modular components are NOT eligible)
- SM-XXX modules – all models
- Epsilon EP Servo Drives – All drive models except those ordered with ROHS Option
- Digitax ST Servo Drives – All drive models
- MDS Servo Drives – All drive and power module models
- CT Vue – All models
- FM-XXX modules – all models except FM-3 and FM-4 modules
- XV/NT/MG/MH Series Servo motors – all models in published price list except brake units
- FM/HD Series Servo motors – all models defined as “Normally Stocked” in the published price list
- Standard (non-brake) servo motor feedback and motor power cables for XV, NT, MG, MH, UM series motors. Models and lengths as follows:
 - For XV: 5, 10, 15, 25, 50 ft lengths
 - XCMDS, XTMDs, XCFTS, XUFTS, XUFCS
 - For NT/MG/MH: 5, 10, 15, 25, 50 ft lengths
 - CMMS, CMLS, CMDS, CFCS, CFOS, UFCS, CFCO
 - For UM: 3, 5, 10, 15 meter lengths
 - SIBAH, SIBAA, PSBBK, PSBAU, PSBAA, PSBCK, PSBEK, PSBDK

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

Returns need to be completed within 10 business days after RMA is issued

CT reserves the right to limit quantities on products eligible for return