

Introduction

Phoenix Contact supplies high-quality products worldwide. To maintain these standards, only products meeting the Phoenix Contact Group's requirements are eligible for return.

Guidelines

Return Process

- Submit requests online via [Repairs and returns](#). An initial response will be provided within 24 hours.
- Requests are reviewed by Phoenix Contact's Returns Department. Approval for credit is at Phoenix Contact's sole discretion.
- Upon initial review, an email will be sent with a Return Material Authorization (RMA) number.
- RMA is valid for 30 calendar days from the date of issue. Shipments received after 30 days will be rejected.
- Include RMA paperwork with the packing slip.

Non-Defective Return Criteria

Product Condition

Products will **not** be accepted if they:

- Have a production date older than 1 year
- Have been used, previously repaired, or are damaged/corroded
- Are incomplete or do not match the article listed on the box label
- Have exceeded their best-before date (BBD)
- Are not the current version
- Were previously rejected or returned
- Are in non-saleable condition

Product Packaging

Returns are **not** accepted if:

- Products are not in original Phoenix Contact packaging
- Boxes are opened, labeled, or marked
- Electronic products are not packed per ESD standards (must be original, unopened packaging)
- Quantities do not meet the packaging unit and break pack specified on the website

Product Status

Products that cannot be returned:

- Made-to-Order (MTO) products
- Customer-specific manufactured products.
- Bulk Buy program purchases.
- Obsolete or pending obsolescence products.
- Din Rail, Cable Duct, Ink Cartridges, Batteries.

Additional Notes

- Non-approved products included in a return will be rejected. Rejected material can be scrapped by Phoenix Contact or returned at the owner's expense.
- Products must be returned freight prepaid.
- All accepted non-defective returns are subject to a 20% restocking fee.
- Minimum item value for return: \$100 CAD per item.

Defective Return Criteria

Products with suspected factory defects may be returned for evaluation:

- Freight is prepaid by Phoenix Contact.
- Estimated evaluation time: 4–6 weeks upon receipt.
- Phoenix Contact reserves the right to credit, replace, or repair product.
- The product will be received at a value of \$0.00; credits may only be issued with prior authorization from the Returns Department.
- Please note if registered under the Limited Lifetime Warranty (LLW) program. For more details, refer to [Limited Lifetime Warranty | Phoenix Contact](#)

Service & Repair

Product outside of warranty that do not function as specified may be submitted for a repair.

- A \$250.00 evaluation fee is required prior to evaluation. This will be credited toward the repair cost if proceeding to service product.
- A repair estimate is provided for customer approval before work begins.
- A purchase order is required to proceed with repairs.
- Product must be returned freight prepaid.
- Credit card details may be required for customers not purchasing directly from Phoenix Contact.
- Evaluation timeline is 4–6 weeks upon receipt of product and purchase order
- Product will be shipped back collect after repairs are completed.