

Return Policy

Revised: January 2019

Products cannot be returned without a Return Authorization Number obtained from vaBWUS. The RMA must be requested within 15 days of receipt of order. If vaBWUS authorizes the return, products must be received within 14 business days of the Customer's receipt of authorization. Exceeding this term, the RMA is no longer valid and material is no longer returnable.

To obtain an RMA, the following steps must be executed:

- Notify vaBWUS Customer Service via phone or email to obtain the Return Authorization Form.
- Complete the form in full and return by email to cstx@voestalpine.com.
- Customer Service will route RMA for vaBWUS Management approval.
- Once RMA is approved, you will receive a confirmation email with the RMA number and related instructions.

Products will be considered for return under the following conditions:

- Products must be in new, unused condition, as determined by vaBWUS. Returned products will be shipped by the customer and properly packaged to protect against damage. All goods will be returned at the Customer's expense.
- Subject to vaBWUS inspection, a restocking charge of 20% will be imposed by vaBWUS.

Products must, at the time of Customer's request, be standard price list items normally kept in vaBWUS stock as determined by vaBWUS. Obsolete, non-stock, and/or discontinued products cannot be considered for return.