

## E-commerce Return Policy

### Atlas Copco Compressors LLC

To improve our return process and prevent delays in issuing credits, we have outlined the following guidelines for product returns. In many cases, incomplete return information has led to misclassification of items and delayed processing. Please follow the steps below to ensure a smooth return process.

#### Requirements for Credit Approval on Returns

- **Return Authorization Required:** A **Return Material Authorization (RMA) number** must be obtained before returning any product. This will be provided by your designated customer service representative upon request.
- **Completed Return Form:** A completed **Return Request Form** must be submitted electronically to your customer service representative at the time of the return request.
- **Original Packaging:** Products must be returned **in their original, unopened packaging** and in resalable condition.
- **Unopened Kits & Maintenance Packages:** Kits, maintenance packages, and bundled parts must be **unopened and in original condition** to qualify for a return.

#### Return Request & Processing Timeframes

- **Return Request Deadline:** You must notify Atlas Copco Compressors LLC of your intent to return products **within 30 days of receipt**. Returns outside of this window will only be accepted under exceptional circumstances.
- **Return Shipping Deadline:** Once an **RMA number** has been issued, the product must be shipped back **within 14 days** of receiving the authorization.

#### Non-Returnable Products

The following product categories are **not eligible for return**:

- **Fluids** (e.g., oils, coolants, lubricants)
- **Rubber components** (e.g., hoses, belts, seals)
- **Electronic components** (e.g., circuit boards, controllers, sensors, switches)
- **AIRnet Pipe**
- **Special or non-stock parts**

#### Product Value & Restocking Fees

- Items with a **net unit price below \$100** are **not eligible for return**.

- A **20% restocking fee** will be applied unless the return is due to an **error by Atlas Copco Compressors LLC**.
- **Freight costs for returns will not be reimbursed.**
- Atlas Copco Compressors LLC reserves the right to **deny any return request** in exceptional cases.

### **Exceptions**

Returns due to an **Atlas Copco shipping error or defective product** are exempt from these restrictions, but a return request must still be submitted for proper processing.

For any questions or to request a return, please contact your **Atlas Copco Compressors LLC customer service representative** or email [insidesales@atlascopco.com](mailto:insidesales@atlascopco.com).

**Sincerely,**  
**Atlas Copco Compressors LLC**