TURCK
Your Global Automation Partner

Take-back conditions Process and conditions of return shipment

Date: October 2026

TURCK is in principle not obliged to take back non-defective articles. Ex, safety-related articles and data carriers are non-acceptable returns.

1. Declaration of Decontamination

The ordering party agrees to return articles solely in conjunction with the TURCK Declaration of Decontamination, due to whatever reason (complaint, repair, service, quantity deviation etc.). Return shipments with the Declaration of Decontamination not visibly attached to the outside, shall be send back to the ordering party freight collect (on the orderer ‘s expenses).

2. Principles for take-back or exchange of articles

Non-defective articles are taken back on goodwill and are solely accepted under the following conditions:

- They are neither Ex nor safety-related articles.
- The articles are in their original packaging (seal) and undamaged.
- The articles are state of the art products and not discontinued by TURCK.
- The articles feature the current status of approval.
- The articles were delivered no longer than one month ago.
- TURCK shall investigate if the articles returned are acceptable TURCK stock items.
- The original purchase prices (net prices) are taken as a basis for credit notes.
- After verification of the consignment, TURCK shall decide whether the ordering party is granted a credit note or a replacement comprising alternative products.
- 30 % shall be drawn off the original purchase price for processing, investigating and restoring, if the return shipment is not attributable to fault on behalf of TURCK.
- Articles that were delivered on the basis of an agreed minimum purchase quantity, are in principle excluded from return.

3. Return shipment of complained articles

If articles are returned due to a complaint which however do not have apparent defects, TURCK reserves the right to charge the ordering party a pro-rata amount of up to 129,- Euro for investigation and administration efforts.

4. Return for scrapping according to WEEE directive.

A return must be registered in advance and marked with the note "Return for scrapping according to WEEE Directive". A return must be marked with the RMA number (return authorization number) as well as the reason for return on the delivery bill. A completed TURCK decontamination declaration is also mandatory to be enclosed with the "Return for scrapping according to WEEE directive". Items sent to our hands without prior notification cannot be processed and will be returned to the sender.

5. Delivery or shipping address

Please submit returns to the folllowing address:
TURCK GmbH
Customer Service
Witzlebenstr. 7
45472 Mülheim an der Ruhr, Germany