



ROURA
MATERIAL HANDLING

35355 Forton Ct.
Clinton Township, MI 48035
800-968-9070 fax-586-790-6102

100 Industrial Park Rd.
Holly Springs, MS 38635
800-654-9147 fax-662-252-1494

Return Policy

If a customer receives our product and is unsatisfied due to a rare manufacturing defect, the product may be returned and will be replaced under warranty with Roura being responsible for the return freight charges.

If a customer receives our product and the customer changes their mind or discovers an error was made when they ordered the product, the product must be returned within 45 days of the invoice date, but will be subject to a 40% restocking fee and the customer will be responsible for any return freight charges. If the product contains any options the customer will be responsible for the full cost of all options. All product must be returned unused.

If a customer receives our product with damage or missing product from a carrier we set up, the customer must note this on the Delivery Receipt and Roura must be notified immediately to report the damage or missing product. We ask that the customer take digital photos of any damage if possible so that we may file a freight claim with the carrier.

All returns must be accompanied by a Roura Return Material Authorization (RMA) number and received at our facility within 30 days of the date of the issued RMA.

There will be no charge for cancellation of standard product providing the cancellation happens prior to the start of production. For all other cancellations, Roura reserves the right to charge the customer for costs incurred for labor and material.

ALL CUSTOM, BEHEMOTH, AND SPECIALTY PRODUCTS ARE NOT RETURNABLE.

PRODUCT WITH MHR SYSTEMS ARE NOT RETURNABLE AND OPTIONS ARE NOT RETURNABLE.

ROURA REQUIRES A SIGNED APPROVAL OF THE ENGINEERING DRAWING SENT WITH THE QUOTE FOR ALL CUSTOM PRODUCT BEFORE PRODUCTION WILL BEGIN.