



Vikan North America Return Policy

Returns will be processed for orders that meet the following criteria:

- The items were purchased within the last 6 months.
- The returned items are received by Vikan within 30 days of the requested refund.
- They are in resalable condition. This means they are:
 - Clean
 - Unused
 - Free from all labels, tape, and markings.

Vikan North America reserves the right to refuse items that it deems not in resalable condition or outside the return policy window.

A 20% restock fee is applied to all returned products. If a replacement order is received the same day as your return request, the restock fee will be waived. Please provide the new purchase order number to have the fee removed.

General Packaging Standards

- Packaging must be structurally intact, and product(s) must be secured inside.
- List the item number and quantity on the outside of the package for multiple-item returns.
- Pallets must be properly sized, secure, and stable
- Tubs, lids & undercarriages must be returned via LTL and packaged in a manner that will prevent damage in transit.

Acceptance is at Vikan North America's discretion, regardless of status.

Non-Returnable Products

Discontinued and special-order products cannot be returned. These are considered final sale and are not eligible for return or refund.