



Order Cancellation Policy

The purpose of this document is to describe the conditions and fees applicable to order cancellations.

The intent of this policy is to mitigate some of the costs associated with the cancellation of Make-To-Order products: Vehicles (Sweepers & Tractors) and Attachments.

This Order Cancellation Policy applies when the customer cancels all, or part of an order after the customer purchase order is accepted by Kärcher Municipal North America (KMNA) via an Order Confirmation. This policy also applies when the customer makes changes to the order.

Make-To-Order Cancellation Policy – Fee Schedule	
Cancellation Time Frame	Cancellation Fee
14 days after Order Confirmation	14-day grace period, no penalty
*15+ days after Order Confirmation	penalty of 15% of the price of the item(s)
60 to 31 days before Estimated Time of Shipping	penalty of 25% of the price of the item(s)
30 days before Estimated time of shipping	No Cancellation or Changes are permitted at this time

*If the Order Estimated Time of Shipping is within 30 days from the date of Order Confirmation, cancellation will not be accepted.

Make-To-Order Product Sales Are Final

These products cannot be Cancelled or Returned for refund after delivery. Order deficiencies must be reported in writing within 14 days from date of delivery to Sales-NA@municipal.kaercher.com and KMNA will make every reasonable effort to correct the order. Concerning defects, please refer to the Limited Warranty Certificate.