



Ingersoll Rand
Compression Systems and Services
525 Harbour Place Drive, #600
Davidson, NC 28036

IR Shop Return & Refund Policy

Our Return and Refund Policy was last updated **March 2026**

Thank you for shopping at **Ingersoll Rand**. If, for any reason, you are not completely satisfied with a purchase we invite you to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with us via this eCommerce (*shop.ingersollrand.com*) site. Purchases made through local sales offices are subject to other conditions. Please reach out to your local Ingersoll Rand location for details.

Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 30 days
- The Goods are in the original packaging
- The Goods are in re-sellable condition (*no damage or opened parts*) and all items are included that were purchased as part of a kit.
- The following Goods cannot be returned:
 - Open lubricant containers
 - Seals, gaskets, o-rings
 - Electrical components
 - Coolers
 - Compressors (*please always check with electrician to ensure you purchase the correct voltage*)
 - Dryers

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Re-stocking Fees

All returns are subject to a 20% restocking fee. Fee will be waived for items damaged in transit to customer and for other conditions as evaluated by Ingersoll Rand customer service representative.



Ingersoll Rand
Compression Systems and Services
525 Harbour Place Drive, #600
Davidson, NC 28036

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us.

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, we recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of tracking and received return delivery.

Refund will be issued back to original payment method within 30 days upon received good.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By visiting this page on our website: shop.ingersollrand.com