

ROTOR CLIP CO., INC. RETURN POLICY



ALL RETURNS MUST BE PRE-APPROVED
AND ISSUED AN RMA NUMBER

The issuance of a Return Authorization will be considered
under the following guidelines:

- All returns must be received in the original Rotor Clip packaging. Partial Boxes or open bags will only be credited when related to Quality issues. Original labels must be intact for lot traceability. If parts are received having been repackaged, no credit will be issued and parts will be scrapped or returned at the customer's expense.
- When returning parts by truck, the Bill of Lading must read: Clips, Iron or Steel NMFC # 94230 Class # 50.
- Deviation from the above shipping instruction will result in a Chargeback for an excess freight charge.
- Returned items must be received at Rotor Clip within 30 days of the RMA issuance date or RMA will expire.
- Parts authorized for return must be returned in a single shipment. Credit will be issued only once. Subsequent partial will not be considered for credit.
- Credit will be applied to future orders. No cash payments.
- Reason Codes will be determined upon RMA request and adjusted upon inspection if necessary. When Rotor Clip is found to be in error, Rotor Clip pays freight in and out and no Restocking fee is issued.
- When Customer related reasoning is determined, Customer pays all freight and the Restocking fee as follows:
 - Up to 60 days from ship date, 20% Restock
 - Two to six months from ship date, 30% Restock
 - Six months or more 50% Restock.*
- *Authorization to return parts 6 months past ship date is at the discretion of Rotor Clip.*

Rotor Clip will inspect product upon receipt. Credit will be issued for items meeting requirements within the Rotor Clip Return Policy only.

Rotor Clip Return Policy is subject to change without notice.

Rotor Clip Company, Inc.

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