



ROTOR CLIP CO., INC.

RETURN POLICY

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

- All returns must be pre-approved and a RMA number issued by Rotor Clip’s returns coordinator. Failure to comply may result in no credit being issued.
- 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.
- 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. A copy of the Credit invoice will be supplied upon request. Subsequent returns need additional authorization.
- Credit will be applied to future orders. No cash payments.
- When Rotor Clip is found to be in error, Rotor Clip pays freight in and out and no Restocking fee is issued. The return must be sent as specified as in the return package to avoid a chargeback for excessive freight.
- When a Customer related reasoning is determined, Customer pays all freight and the Restocking fee as follows:

Days from shipment date	Restocking rate
0 to 60	20%
61 to 180	30%
over 180 *	At the discretion of returns coordinator (typically 50%)

* Authorization to return parts over the 180 day is at the discretion of the returns coordinator.

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.

To authorize a return please contact:
Ms. Nancy J. Cole
732-469-7333 X 351
e-mail: colen@rotorclip.com

Form No. SS136 Rel. (7/01) Rev. (1/09)



Rotor Clip and Rotor Clamp Companies, Inc.



ROTOR CLIP CO., INC. ANNUAL RETURN POLICY

ALL RETURNS MUST BE PRE-APPROVED

The issuance of an Annual Return Authorization will be considered
On a case by case basis under the following guidelines:

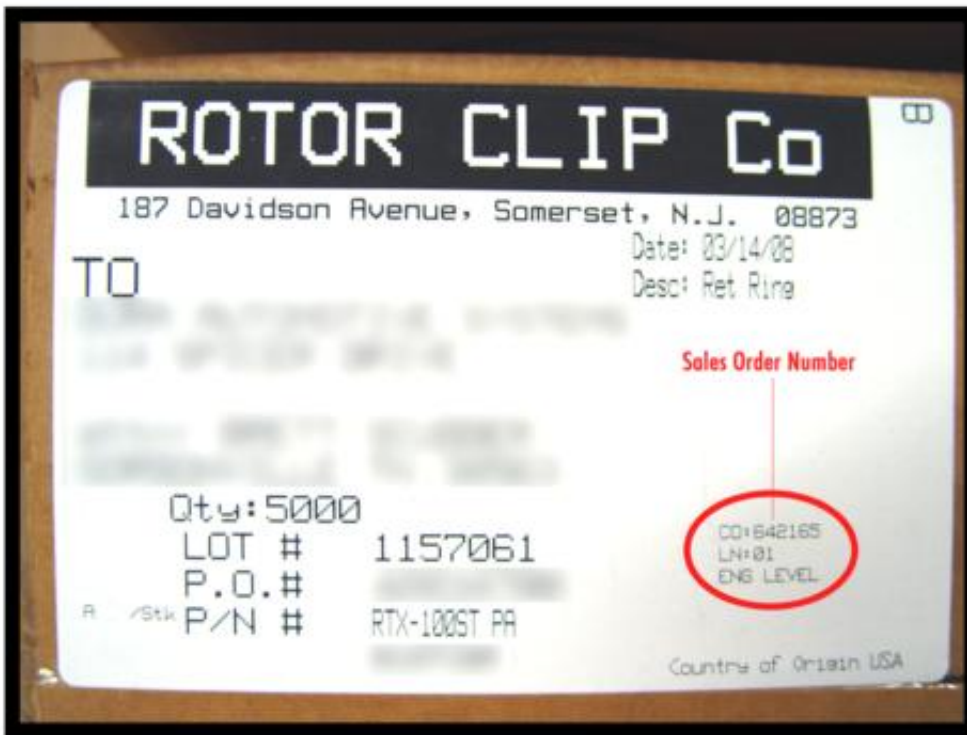
- All returns must be received in the original Rotor Clip packaging. Partial Boxes or open bags may not be credited. Original labels must be intact for lot traceability. If parts are received having been repackaged, no credit will be issued and parts will be scrapped or returned at the customer's expense.
- Request must be received in writing including;
Rotor Clip Invoice number, packing slip number or sales order number for every part being asked for consideration of return. The Sales order number can be found on the Rotor Clip label on the box. It is listed as the CO number. Customer purchase order number is not sufficient for processing Annual Returns. The Rotor Clip part number, Lot number, Quantity and Date purchased is also required.
- Parts must have been purchased within one year of the RMA.

A restocking fee will be assessed on each annual return. The percentage will be determined on a case by case basis.
- Only authorized parts and quantities may be returned. Others will not be credited.
- 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 from one location. Credit will be issued only once to the location that is returning the parts. Subsequent partial will not be considered for credit.
- A detailed inventory list of approved items must be attached to each skid returned.
- Customer is responsible for all freight.

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

Rotor Clip Return Policy is subject to change without notice.

Nancy Cole
Returns Coordinator
Ph: 732-469-7333 xt. 351
Email: colen@rotorclip.com



Please provide the Returns Coordinator with the Sales Order Number from the Rotor Clip label to process the return.



Please reference the LOT number on the box label (see example above). Lot traceability is necessary to process returns.



ROTOR CLIP
Certified To ISO/TS 16949:2002