

## RETURN POLICY

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

- All returns must be pre-approved. Failure to comply may result in no credit being issued.
- All returns must be received in the original Rotor Clip packaging along with a copy of the RMA Verification Report and Bar Code information. Failure to include the RMA Verification Report will result in a \$100 charge.
- 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 the 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 charged. The return must be sent as specified 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 *	50%

\* Authorization to return parts over the 180 days is at the discretion of the customer service representative

- Rotor Clip will inspect product upon receipt. Credit will be issued for items meeting requirements within the Rotor Clip Return Policy only.
- CSR to complete within 48 hours during normal service hours (within 24 hours for GM Service or where applicable to Account requirements).
- Management must be cc'd on all RMA communications.

To present a return request, please contact your inside sales contact or call 732-469-7333 for Customer Service or by e-mail at: [CS@RotorClip.com](mailto:CS@RotorClip.com)