



**ROTORLINK TECHNICAL SERVICES**

V: (604) 628-8188

F: (604) 628-8208

WWW.ROTORLINK.COM

## **Exchange Policy**

Under normal circumstances, each component that RotorLink provides on an exchange basis will be to the latest configuration. If the component received from the customer is to an earlier configuration, additional charges as applicable will be listed to cover updating to the same configuration as the part that RotorLink provides.

Prices do not cover shipping charges.

Prices are based upon RotorLink receiving acceptable (including life expired) components from the customer in normal condition.

RotorLink has noted, in certain component exchanges, an apparent attempt to "load" components to be returned to RotorLink with unserviceable parts by removing otherwise serviceable parts from the component being returned and replacing them with unserviceable parts from other components. DO NOT tamper with exchange components by replacing serviceable parts with unserviceable parts.

RotorLink reserves the right to deny core credit for components that exhibit such tampering.

RotorLink reserves the right to reject any core unit that has been damaged from abnormal causes such as, but not limited to, fire, crash, submersion, cannibalization, hard landing, excessive corrosion, poor handling or previous repairs.

### **Component Exchange Procedure**

1. RotorLink will advise availability of exchange unit and invoice the customer per the agreed quotation terms.
2. All components returned to RotorLink will be shipped via customer prepaid transportation.
3. RotorLink will evaluate the returned component for normal condition and overhaul as required.
4. A properly completed Service Record Card or Service and Operations Report (SOR) or Maintenance Malfunction/Information Report or Removal Tag stating reason for removal must be returned with each component. If a Service Record Card or SOR is not received, credit will be delayed until receipt of the Service Record Card or SOR by the RotorLink's Overhaul and Repair Department.
5. If Exchange item has serialized life item installed and the items are different from those installed when delivered from RotorLink, proper documentation must be provided to validate the hours on the item when installed or RotorLink will invoice back for that item.
6. A properly completed component card should be provided for any time life items which have been overhauled outside RotorLink.
7. Cores are due within 30 days of invoicing. Prior notification of late returns should be submitted to RotorLink and agreed upon between customer and RotorLink.



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## **Exchange (Cost Plus Overhaul)**

Our normal procedure is to bill you for the core value, and then credit you back for the difference between the core value and the costs to repair your units, including all freight charges to and from repair station, less the exchange price.

### FREQUENTLY ASKED QUESTIONS

1. Does my core have to be the same part number?

Yes, any exchange requires an exact same part number core. In some cases, RotorLink Technical Services, Inc will accept a similar part number or offer a downgrade charge.

2. What if my core is Beyond Economical Repair (B.E.R)?

In the event that a core is determined to be B.E.R. or is not received by RotorLink, the customer will be liable for the full core value. Call us to find out more details on how to submit another core for evaluation.

3. My core is already at a repair station (disassembled). Can I use this as an acceptable core?

The cost plus overhaul exchange program does not cover units that were previously disassembled.

4. What if my core is missing parts or contains unauthorized parts?

Units missing parts or containing unauthorized parts may be rejected as an unacceptable core.

5. What is the core value?

The core value is equal to the outright price and is the maximum bill back for the repair of a specific part on any order.



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## **Exchange (Flat Rate)**

This covers the basic overhaul PLUS any additional parts requiring replacement due to 'fair wear and tear'. Any exclusions will be stated at the point of quotation. Our standard procedure is to bill you for the exchange fee and core value, and then credit you back for the core value, provided the core is received and not BER. Any exclusions will be stated at the point of quotation.

### FREQUENTLY ASKED QUESTIONS

1. Does my core have to be the same part number?

Yes, any exchange requires an exact same part number core. In some cases, RotorLink Technical Services, Inc will accept a similar part number or offer a downgrade charge.

2. What if my core is Beyond Economical Repair (B.E.R.)?

In the event that a core is determined to be B.E.R. or is not received by RotorLink, the customer will be liable for the full core value. Call us to find out more details on how to submit another core for evaluation.

3. My core is already at a repair station (disassembled). Can I use this as an acceptable core?

The flat rate exchange program does not cover units that were previously disassembled.

4. What if my core is missing parts or contains unauthorized parts?

Units missing parts or containing unauthorized parts may be rejected as an unacceptable core.

We will attempt to have the unit reassembled to the O.E.M. specifications, however the parts that were missing or unauthorized will not be covered under the flat rate program.

5. What is the core value?

The core value is maximum bill back for the repair if the core is deemed BER or is not received by RotorLink.



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## **Exchange (Standard)**

This covers the basic overhaul (parts and labour) only. Any parts and labour that fall outside of the this will be billed additionally, up to the maximum core liability (stated at the point of quotation). Our standard procedure is to bill you for the exchange fee and core value, and then credit you back for the difference between the core value and any over and above repairs that do not fall in a basic overhaul.

### FREQUENTLY ASKED QUESTIONS

1. Does my core have to be the same part number?

Yes, any exchange requires an exact same part number core. In some cases, RotorLink Technical Services, Inc will accept a similar part number or offer a downgrade charge.

2. What if my core is Beyond Economical Repair (B.E.R.)?

In the event that a core is determined to be B.E.R. or is not received by RotorLink, the customer will be liable for the full core value. Call us to find out more details on how to submit another core for evaluation.

3. My core is already at a repair station (disassembled). Can I use this as an acceptable core?

The standard exchange program does not cover units that were previously disassembled.

4. What if my core is missing parts or contains unauthorized parts?

Units missing parts or containing unauthorized parts may be rejected as an unacceptable core.

We will attempt to have the unit reassembled to the O.E.M. specifications, however the parts that were missing or unauthorized will not be covered under the standard program.

5. What is the core value?

The core value is the maximum bill back for the repair if the core is deemed BER or is not received by RotorLink.