

## Return Policy

**Policy Limitations:** Parts must be returned within 30 days of purchase for full credit, and must be returned with all documentation and packaging the item had when it was shipped from RotorLink Technical Services Inc.. Parts returned without original documentation lose value, and due to the loss of traceability, are not fully refundable and/or may not be returnable. RotorLink Technical Services Inc. does not accept parts for return which have been installed. All returns require a Return Material Authorization form issued by RotorLink Technical Services Inc.. RotorLink Technical Services Inc. reserves the right to refuse any unauthorized returns. RotorLink Technical Services Inc. reserves the right to replace any unsatisfactory parts. RotorLink Technical Services Inc. does not pay testing or labor fees, to verify the usability of any part.

**Core Returns:** No return authorization is required when returning a core for exchange.

**Shortages or Shipping Damage:** If there is a shortage, or a part is damaged in shipping, immediately file a claim with the freight carrier, and notify RotorLink Technical Services Inc. immediately for specific instructions.

**Returns Due to Our Error:** Defective or mismarked parts will be replaced with an acceptable part if RotorLink Technical Services Inc. is notified within 30 days of the sale. If a replacement is not available, the part may be returned for full credit of the purchase price, without a restocking fee. If a replacement is purchased from another supplier before contacting us, you may return the defective or mismarked part without a restocking fee; however, we will not reimburse any shipping charges.

**Returns Due to Your Error:** If a wrong part was ordered by mistake, or the part was not needed, you may return it for a refund, less a restocking fee of 10% of the value of the unit returned. RotorLink Technical Services Inc. must be notified within 90 days of the sale. No returns after 90 days – No Exceptions.

### **Returning Overhauled Parts Under Warranty**

- If the part was installed, but not needed, a Return Material Authorization form must be issued, and a restocking fee will be charged. An additional Recertification Fee will also be deducted from the refund.
- If the part is defective or malfunctioning, and is under warranty by the MRO facility, notify us immediately. If a replacement is available, it may be purchased from RotorLink Technical Services Inc. Refunds for a part returned under warranty will be issued after a warranty inspection at the overhaul/repair facility. The refund may be pro-rated, based on inspection results.

**Electronic/Electrical Items:** Working electronic or electrical items that have been installed cannot be returned.

**OBTAINING A RETURN AUTHORIZATION NUMBER** – Call 604-628-8188, or send an email to [parts@rotorlink.com](mailto:parts@rotorlink.com). The following information will be required:

1. RotorLink Technical Services Inc. invoice number or order number.
2. Part number, part description and quantity to be returned.
3. Specific reason for return.

### **SHIPPING INSTRUCTIONS**

1. Please reference the Return Material Authorization Number on all return documentation.
2. Ship the package freight prepaid. **C.O.D. shipments will not be accepted.**
3. If you have any questions regarding shipping, please contact us.

**All parts returned require a Return Material Authorization issued by RotorLink Technical Services Inc.**

**Do not return parts without authorization! Return Material Authorization Numbers are valid for 30 days.**

***Parts received later than 30 days, or without prior authorization are subject to a restocking fee.***