



**ROTORLINK TECHNICAL SERVICES**

V: (604) 628-8188

F: (604) 628-8208

WWW.ROTORLINK.COM

## **Exchange Policy**

Our normal procedure is to bill you for the outright sale and then credit you back for the difference between outright and the costs to repair your units. This way we don't need to chase you down if your unit scraps.

### **Additional Charges**

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 the 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.

Exchange cores will not be accepted by RotorLink if they have been involved in an accident, incident, hard landing and/or damage due to "other than normal" use and wear. These parts can be returned for review and possible repair or overhaul.

### **Component Exchange Procedure**

1. The Customer will submit purchase order to RotorLink 45 days in advance of date component will be required, stating method of shipment.
2. RotorLink will advise availability of exchange unit and invoice the Customer at the unit price for the component ordered upon shipment.
3. All components returned to RotorLink will be shipped via customer prepaid transportation marked for RotorLink's Overhaul and Repair Department.
4. If an exchange core is not received by RotorLink, the customer will be billed for the core. If after this billing the customer returns the core, the customer will receive credit for the 90% of the core charge.
5. RotorLink will evaluate the returned component for normal condition and overhaul as required.
6. A properly completed Service Record Card or Service and Operations Report (SOR) or Maintenance Malfunction/Information Report 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.
7. 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.
8. A properly completed component card should be provided for any time life items which have been overhauled outside RotorLink.

**NOTE:** The exchange program core turnaround time is 15 calendar days for Domestic customers after the receipt of the exchange component and 30 calendar days for International customers. A core for an AOG customer is due five days after receipt of exchange component. Prior notification of late returns should be submitted to the Warranty and Repair Department.