

US Sales Order Additional Fees Policy
Issued: May 2024



Order Cancellation Pre-shipment	
Description	% of Order Value Cancelled
Customer PO Received but not reviewed	No cancellation fees
Order booked and Job Number created	No cancellation fees
Order has been scheduled and Promise Date has been sent to the customer	30%
Cancellation request 2 weeks from Promise Date	40%
Production Complete	70%
Restocking Fees after Delivery	
*Restocking for eligible items within 60 days of shipment and in good suitable condition for resale	70%
Returns related to defective goods	Refer to Rotork's Terms and Conditions of Sales Section 7.2
Change Order Fees	
Changes/Modification to item	Consult PM/Contracts - Management of Change Procedure applies
Order Hold/Suspension (Shipping Hold)	
Up to 2 weeks	No Charge
2 – 4 Weeks	1.0% of the total order value per week or a minimum charge of \$500.00 whichever is greater
>4 weeks	1.5% of the total order value per week or a minimum charge of \$500.00 whichever is greater
Minimum Order Value	
Controls and RFS divisions	\$150
Gears	\$50
CMA	\$50
Electrics	\$150
Remote Control	\$50
Fairchild	\$50

***Notes:**

1. The above charges are for actuators without any special build items i.e., special wiring diagrams, K-MASS fireproofing, engineered-to-order, Legacy / obsolete products, order-specific items, Project-specific items, RFS with controls.
2. All materials must be returned in like-new condition, suitable for re-sale and must be identifiable to a particular actuator. Bare actuators, stock gears, and instruments may be eligible.
3. It is at Rotork's discretion to accept or not and at what credit or charge should be instituted.