

**US Sales Order Additional Fees Policy**  
**Issued: May 2024**



<b>Order Cancellation Pre-shipment</b>	
<b>Description</b>	<b>% of Order Value Cancelled</b>
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%
<b>Restocking Fees after Delivery</b>	
*Restocking for eligible items within <b>60 days</b> 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
<b>Change Order Fees</b>	
Changes/Modification to item	Consult PM/Contracts - Management of Change Procedure applies
<b>Order Hold/Suspension (Shipping Hold)</b>	
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
<b>Minimum Order Value</b>	
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.