



Keeping the World Flowing
for Future Generations

US Sales Order Additional Fees

Effective May 1, 2026, the following policy will be incorporated for Americas. Any changes to the policy must be approved by the Regional Director.

Order Cancellation Pre-shipment	
Description	
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% of order value cancelled
Production scheduled and long lead components received	40% of order value cancelled
Production Complete	100%
Restocking Fees after Delivery	
*Restocking fee 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 or a minimum charge of \$500.00 per week, whichever is greater
>4 weeks	1.5% of the total order value or a minimum charge of \$500.00 per week, whichever is greater
Minimum Order Value	\$100

***Notes:**

1. Eligible items: 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. To be eligible for return, all materials must be received in like-new condition, suitable for resale, and clearly identifiable to a specific actuator. Items that may qualify include bare actuators, standard stock gears, and instruments.
3. Exceptions to this policy can only be approved by the Rotork US Regional Director