



Tradewind International, LLC
1601 Knilans Road
Janesville, WI 53546 USA
Phone: 608-756-3632 Fax: 608-756-2606
Email: info@tradewindinternational.com

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 Tradewind International, LLC. Parts returned without original documentation lose value, due to the loss of traceability, are not fully refundable and will be pro-rated. Tradewind International, LLC, does not accept parts for return which have been installed. All returns require a Return Authorization issued by Tradewind International, LLC. Tradewind International, LLC, reserves the right to refuse any unauthorized returns. Tradewind International, LLC, reserves the right to replace any unsatisfactory parts. Tradewind International, LLC, 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; however, please include the Core Return Form provided when sending a core to Tradewind International, LLC.

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 Tradewind International, LLC, immediately for specific instructions.

Returns Due to Our Error: Defective or mismarked parts will be replaced with an acceptable part if Tradewind International, LLC, 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 15% or \$15, whichever is greater. Tradewind International, LLC, 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 Authorization 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 Tradewind International, LLC. 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.

Bulk Items Cut-to-Length: Any bulk items cut-to-length cannot be returned.

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

OBTAINING A RETURN AUTHORIZATION NUMBER – Call (800) 585-7004 or 608-756-3632, or send an email to info@tradewindinternational.com. The following information will be required:

1. Tradewind International, LLC, 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 Authorization Number on all return documentation.
2. Insure the shipment for full value.
3. Ship the package freight prepaid. **C.O.D. shipments will not be accepted.**
4. If you have any questions regarding shipping, please contact us.

**All parts returned require a Return Authorization issued by Tradewind International, LLC!
Do not return parts without authorization! Return Authorization Numbers are valid for 30 days.
Parts received later than 30 days, or without prior authorization are subject to a restocking fee.**