

## **QuickShip and Guaranteed Shipping Program Rules/Ordering Requirements**

The following guidelines apply to QuickShip and Guaranteed Shipping orders. If you designate an eligible order for QuickShip, it must follow the below requirements without exception or order will not be approved for QuickShip Program.

- Quantity per order is **limited to (3) QuickShip equipment items** (from the above list). The items may be mixed and matched.
  - **Note:** Any “Guaranteed Shipping” shipment items must be on same purchase order and not mixed with “non-guaranteed” (standard) shipment products.
- The highest volume accessories for these SKU’s are also included and can be added for each product ordered. So, normal accessories for these items may be placed in the same order.
- Purchase orders **MUST include “QUICK” in the email subject line to the VSG Orders inbox.** This will help sort orders for faster processing.
- Purchase orders **MUST INCLUDE “QUICK” in either the PO number, in the body of the PO, or both.**
- These purchase orders **can ONLY contain QuickShip products.** Orders containing non-QuickShip items will not be accepted as QuickShip and will be processed as normal lead time orders.
- Ecommerce orders are not yet available for **QuickShip**. (Phase two, which includes Rotary Shop orders, is in development and will be announced when available).
- **Guaranteed Shipping:**
  - The 10-day shipping guarantee window starts when Rotary has a confirmed order, and its associated order entry date will be used to track the timeline.
    - **Example 1:** Rotary order entry date is 8/1/24 and actual ship date is 8/8/24, this order would not be eligible for a “guaranteed shipping” rebate.
    - **Example 2:** Rotary order entry date is 8/1/24 and the actual ship date was 8/16/24, this order would be eligible for a “guaranteed shipping” rebate as it took 12-business days to ship.
  - Weekends and holidays are not included in the 10-business day shipping timeline. The 10-day shipping window is based on normal business days.

Orders sent in on a weekend or holiday will be processed on the next business day.

- **Rebate conditions and amounts:**
  - If we fail to ship one of the “shipping guarantee” products within the guaranteed timeline and the order was submitted following the correct protocols and confirmed by Rotary Solutions, the end-customer will be eligible for an end-user rebate. (No other discounts or offers will be extended other than rebates.)
  - The following rebate amounts can be redeemed if we don’t succeed in meeting the guaranteed shipping guidelines:
    - \$250 rebate for SPOA10AV (Blue and Black)
    - \$150 rebate for A/C50
    - \$225 rebate for A/C60
    - \$325 rebate for A/C80
- To claim this rebate, if eligible, visit our rebate website at: <https://rotarylif.com/rebates>
- Claim must be submitted within 45 days of ship date to be eligible for rebates.