



RETURNS POLICY

Unless orders arrive damaged, faulty, or do not match the customer's original specification; all other returned goods will only be accepted at the discretion of the company.

Reasons for return include, but not limited to . .

- Customer ordered incorrect amount by accident
- Customer ordered several products for comparison
- Correct part provided but doesn't fit machine
- Insufficient value for money
- Insufficient information on identity of parts provided
- No longer required by customer
- Backorder not cancelled by customer

In order for us to consider accepting returned goods, the customer must meet the following conditions:

- A return form must be included with the return
- Return form should be in line with the content of the package.
- Products should be new and must not be damaged.
- Return should be requested within 21 working days of being received.
- Returns and warranties/complaints cannot be sent together.

Reimbursement of a purchase price for returns:

- Products returned will be accepted at the discretion of the company.
- Return charges will be applied at the discretion of the seller.
- Return charges may include carriage and handling fee of up to 25% of the invoice value.
- Products returned after a period of 60 days from the delivery date, will not be accepted for a return.

A product is not eligible for return if:

- Original invoice information has not been provided
- There is no Return Form completed
- It is not in a mint, resalable condition
- Is no longer in the original packaging
- The packaging is broken or open
- It is mixed in case of sets, left and right items
- It is a cut item (hoses or chains back, only whole rolls back, no cut to length)
- It has already been assembled
- Products whose order value is less than £10.00
- Product's expiration date is less than or equal to 3 months
- It is classified as a dangerous good (qualifying as such under the ADR 2019)
- **It is a specially ordered item or special assembly kit item**

If the conditions are not fully met, the company may decide to ship the products back to a customer at the customer's expense along with a charge of £10.00 to cover the freight and the handling fee. If the company decides to keep the products the customer shall be deemed to have waived their rights to get the products back and the company may deal with the products as it pleases, e.g. scrap them or resell them and keep the proceeds.

