



Quality Tractor Parts Ltd.

Worldwide Exports

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Dear Customer,

Please note effective immediately, we will be using the following procedures with regards to returns.

Our company policy on goods being returned for credit is as follows:

- 1) All goods returned are subject to 15% handling charge.
- 2) **Goods cannot be accepted for return after 15 working days of delivery date.**
- 3) All customers **must** fax/call/e-mail a request for a Goods Return Note (GRN) to the office.
- 4) The GRN **must** be completed in full i.e. part numbers, quantities, reason for return and the original invoice number of when the goods were supplied.
- 5) Goods marked as "ordered incorrectly" or "not required" by customer **will not** be taken back for credit.
- 6) All GRN's must be posted/e-mailed/faxed back to QTP for approval.
- 7) All returns must be sent back by the customer - we will no longer arrange collection of returns.
- 8) Goods should be returned in their original packaging and in a re-saleable condition where possible
- 9) Goods returned without a GRN Note **will not** be credited and will be returned to the customer at their expense.
- 10) **Sales Representatives are not authorised to collect returns under any circumstances.**
- 11) All products supplied come with a 12 month replacement part only warranty which is valid from the date the customer receives the product. The warranty covers breakdowns or faults due to defects in materials or workmanship only, and does not cover wear and tear, incorrect installation, lack of maintenance, accidental damage or damage caused by negligence, misuse or unauthorised modification.
- 12) This warranty is available only to the customer who is the initial purchaser of the product and provided that proof of purchase can be shown.
- 13) **All goods remain the property of Quality Tractor Parts Ltd. until paid for in full**
- 14) We reserve the right to alter our prices at any time without prior notification.
- 15) A credit note will be raised within 10 days of the goods arriving in our premises.

Warranty Parts & Labour Claims:

Labour charge for fitting or consequential damage is not given by our company. We only replace the part or credit the value to your account. Parts which are fitted and fail after a short period must have a full report detailing the problem. **It is not adequate to list "faulty" as a reason.** We need to know the exact problem so that we can examine the goods properly upon return. Failure to list proper cause will cause a delay in processing your credit. QTP will arrange collection of all warranty items.

Assuring you our best possible attention at all times

Yours sincerely,


Matt Buckley.