

Our policies and procedures are introduced using ISO 9001 as a framework for best practice. Therefore, please ensure your return meets all the condition outlined below to prevent any delay or which may result in your return not being processed.

### AUTHORISED RETURNS

Please ensure you liaise with the internal customer service team as our external sales team are unable to process. Before any part can be returned an authorised returns number (RMA) must be obtained with the following conditions:

- Returns numbers must be requested within 48hrs of receipt of item unless item to be returned is a warranty claim.
- All parts need to be returned within 14 days of the RMA being raised.
- All parts need to be returned in a resaleable condition - please do not place stickers or write on the original manufacturer's packaging.
- All parts returned should be in the original packaging and adequately packaged to prevent damage during transit.
- Please ensure all parts are returned against the correct RMA.

We suggest that you return your parts by a traceable means. You are responsible for the goods until they reach us. Any failure to comply with the above may result in a credit being refused and the part returned to you.

### DAMAGED PARTS

- Parts Town UK must be notified within 24 hours on receipt of damaged parts. All damaged parts need to be returned in their original packaging.

### INCORRECT OR MISSING PARTS

- All errors must be notified within 24 hours of receipt of order, a full credit will be issued where necessary.

### INCORRECTLY SUPPLIED PARTS (THE FOLLOWING INFORMATION MAY BE REQUIRED)

- All information on the appliance, including model and serial number to verify the information given.
- Who provided the parts information: Parts Town UK, Manufacturer, etc, and how it was requested, i.e. telephone or email.
- If Parts Town UK provided the part information, our quotation number must be provided. Failure to provide this may result in a 25% restocking charge being applied, as we will assume that we did not provide you with the part information (all customers quoted part information by Parts Town UK will be issued with a quotation number).

### PARTS NO LONGER REQUIRED OR INCORRECTLY ORDERED PARTS

- A restocking charge of 25% will be applied for all stock items, however parts that need to be returned to their respective manufacturers may have a different restocking charge.
- Printed circuit boards (PCB's) will not be accepted back for credit unless agreed with Parts Town UK. If a return is authorised, the PCB must be returned unopened and in original packaging with any security seals intact.
- Special order items will not be accepted back for credit. \*

### DUPLICATED ORDERS

- Duplicated orders due to Parts Town UK error will be issued with a full credit.
- Duplicated orders that are customer error will be subject to a 25% restocking charge for stock items, however parts that need to be returned to their respective manufacturers may have a different restocking charge.
- Special order items will not be accepted back for credit. \*

### FAULTY PARTS

- Warranty on all parts is dependent on the manufacturers policy, this may be between 3 and 12 months (please contact us for the correct warranty period for any faulty parts).

### THE FOLLOWING INFORMATION MUST BE SUPPLIED:

- Date that the part was fitted and when it failed.
- All faulty parts must be returned with a detailed engineers report explaining the fault.
- All parts returned as faulty will be not be credited until tested by supplier.

Please note: No liability will be accepted for any consequential losses.

### COMPRESSOR RETURNS

All compressors are quality checked to ensure all components are included and Serial Numbers are recorded. Upon return, the compressor will be checked against the Serial Numbers and must be complete with all components for a credit to be issued.

Please Note: If you return a compressor as faulty please ensure it is appropriately sealed, if not your credit claim may be refused as the supplier will not accept the return unless sealed.

\* SPECIAL ORDER ITEMS are non-stock items or items which cannot be returned to our suppliers. It is recommended that you check the return status of parts when ordering.