



Return For Credit Policy And Procedures

To our valued customers. Please take note of the following:

Return for Credit (RFC) Procedure

Customers to phone sales person and **request a pickup slip**. The following Information must be available.

- 1.1 Invoice no and date of purchase.
- 1.2 Replacement Parts part number.
- 1.3 Detailed reason for return. "Claim/Faulty" will not be acceptable.
- 1.4 Method of collection Replacement Parts to collect/Customer to return.
- 1.5 Customer reference / Document number.

Our RFC department will then arrange for collection of goods if the query meets our **RFC Criteria**.

Return for Credit Criteria

- 2.1 Replacement Parts warrants that the goods are only guaranteed against defects arising from faulty material or manufacture/workmanship for a period of 12 (twelve) months from date of delivery.
- 2.2 Any stock or packaging that has been engraved on, tampered with, or damaged by you, the customer, or the certified workshop/technician, will render the claim void.
- 2.3 Copies of your sales receipts/invoices as well as workshop certification may be requested to validate a claim.
- 2.4 All buy-out goods (parts not stocked as regular stock items) will not be accepted for returns unless accepted by our supplier, for which the customer will be liable for all handling charges levied by our supplier (Min 15%).
- 2.5 Electrical Goods will **NOT** be accepted back for credit.
- 2.6 All claims with regards to locally purchased items will only be processed for RFC, **once the faulty product has been checked, verified and accepted by the manufacturer/supplier**.
- 2.7 All claims with regards to imported/House brand items will only be processed for RFC, once the faulty product has been checked, verified and accepted by RFC supervisor at the Replacement Parts warehouse.

Handling fees

A 10% Handling fee will be charged for goods returned under the following reasons.

- 3.1 Goods that are correctly supplied, and transaction is cancelled.
- 3.2 Not as per customer's sample (please ensure correct items are ordered?).
- 3.3 Incorrectly ordered.
- 3.4 Incorrectly supplied (if it is found that the the item is in fact correct, it will be sent back at the customers cost, with a 10% handling fee added).

Time Frames

The following time frames to return items will be applicable to RFC's other than claims.

Incorrectly Ordered.	3 Days	(10% Handling fee will apply)
Order Cancelled	14 Days	(10% Handling fee will apply)
Short Supplied	48 Hours	
Damaged Goods	48 Hours	
Incorrectly Supplied	48 Hours	
Incorrect Price	48 Hours	

General

- 4.1 Replacement Parts shall not give customers any cash refund for goods returned for any reason whatsoever.
- 4.2 No stock rotation will be accepted without prior approval of management.
- 4.3 Freight customers will be charged an extra applicable freight fee, for goods that have been returned and do not adhere to the RFC criteria.
- 4.4 Debtors account will be placed on hold with immediate effect if RFC/Claim deductions are made without credit notes being passed.
- 4.5 In the event of an approved claim, liability shall be limited to the replacement of the product, the company will be under no circumstances, be liable for consequential, general, or special damages.

Please contact your sales person, for all RFC queries related to collections or status,

Your understanding and cooperation in this regard is highly appreciated so that unnecessary costs are avoided by both Replacement Parts and it's valued customers.

Sincerely,

Replacement Parts **12 October 2021**