

PARTS RETURN FORM

WHAT YOU MUST DO:-

Firstly, read our 'Returns Policy' below to validate the return. Then contact us to obtain a 'Returns Authorisation Number'. Complete this form (as appropriate) and return to us - by the agreed method, with the part(s) and a copy of this invoice / packing list to:-

THE RETURNS DEPT. RIMMER BROS LTD. TRIUMPH HOUSE, SLEAFORD ROAD, BRACEBRIDGE HEATH, LINCOLN, LN4 2NA. ENGLAND.

Customer/Invoice Information (must be completed)

Name:

Customer No:
Stated at top of invoice

Invoice No:
Stated at top of invoice

Daytime Tel No:

Vehicle make/model:

What do you want us to do?

(Tick a box)

- Replace the part(s)*
- Exchange/offset for other parts*
- Issue a credit note *(to be used later)**
- Issue a cash refund*

*PLEASE NOTE: Refer to our 'Returns Policy' and 'Warranties' below.

PLEASE QUOTE RETURN
AUTHORISATION NUMBER:

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Reason Codes for Returns

- 1 - Ordered in error
- 2 - Damaged on receipt
- 3 - Faulty part (see note)
- 4 - Part not suitable (see note)
- 5 - Incorrect part sent
- 6 - No longer required
- 7 - Exchange Unit (see note)
- 8 - Catalogue error

NOTE: For reason codes 3, 4 or 8 please specify details to support return in space provided below. Reason code 7 is to be used for the refund of surcharge only.

IMPORTANT: Please read our 'Returns Policy' and 'Warranties' below.

RETURNED ITEM DETAILS

PART No.	DESCRIPTION	QTY	REASON CODE	FURTHER RELEVANT INFORMATION RELATING TO THE RETURN	OFFICE USE ONLY

RETURNS POLICY

All returns must be pre-authorized with a returns authorisation (RA) number.

Returned products without an RA number will be subject to delay and possible return to sender.

Returns may take up to 14 days to process.

RETURNS OF PARTS NOT REQUIRED - WITHIN 7 DAYS

All goods sold by mail order are covered by the Consumer Protection (Distance Selling) Regulations, which allow for a seven day 'cooling off' period during which you may cancel your order (in writing) by sending us a letter, fax or e-mail at any time up to and including the seventh working day after the day on which you received your purchase. If you exercise your statutory right to cancel you must immediately return to us (at your own cost), the item(s) that you do not wish to keep. Carriage charges are non-refundable. We will acknowledge receipt of your written cancellation by issuing a 'Returns Authorisation Number' which should be quoted and accompanied by a proof of purchase or this invoice when returning the goods. Please ensure all goods are adequately packed to avoid damage and that you insure them accordingly with the carrier used and obtain proof of shipment. Please note that all goods must be in the condition supplied at the point of sale and with their original, undamaged packaging. Returns are not permitted on parts specially ordered by Rimmer Bros on customer's behalf.

RETURNS OF PARTS NOT REQUIRED - WITHIN 7-28 DAYS

As an added benefit to Rimmer Bros customers and in addition to your statutory cancellation right (as detailed above), returns may be considered outside the 7 day cooling off period up to and including 28 days after you receive your purchase, subject to the following criteria. Please note that any offset, credit or refund will be at the sole discretion of Rimmer Bros Ltd. A 'Returns Authorisation Number' must be applied for within the 7 to 28 day period. Where goods have been correctly supplied, it may be possible to offset the

full value of the return against another order of the same or higher value. Alternatively, a credit note (for the full value) could be offered. Please note that any cash refund will be subject to a handling charge (typically 15% min £5) to cover administration and re-stocking costs. Carriage charges are non-refundable.

All goods returned for a credit or exchange must be accompanied by this invoice quoting the 'Return Authorisation Number'. Please complete the form above.

Goods must be adequately packed to avoid damage. You should insure them accordingly with the carrier and obtain proof of shipment. No responsibility can be accepted for goods received by us, damaged. Goods must be in the condition supplied at the point of sale and with their original, undamaged packaging. Returns are not permitted on parts specially ordered by Rimmer Bros on customer's behalf.

RETURNS OF PARTS NOT REQUIRED - OUTSIDE 28 DAYS.

No returns will be considered after 28 days unless covered by the terms and conditions of our warranty.

RETURNS OF EXCHANGE 'OLD' UNITS.

There is no specific time limit for the return of exchange old units except for genuine Land Rover and MG Rover parts, where old core must be received by us no later than 80 days from supply date. Please contact us prior to returning the old unit for a 'Return Authorisation Number'. This speeds up the process of returning the surcharge refund. Please note that old core must be complete, serviceable and drained of fluids where applicable. We reserve the right to retain all or part of the surcharge if the unit is irreparable, damaged or not identical to the type supplied.

OTHER RETURNS

Other returns will be dealt with in accordance with your statutory rights, if applicable, or our warranty.

WARRANTY

PARTS WARRANTY

All new and reconditioned parts are covered by a 12 month manufacturer's warranty unless specifically stated. You should notify us immediately if a potential warranty situation arises. We will then advise a course of action. Any suspected faulty part must be returned to us together with the original invoice or proof of purchase and with as much information relating to the problem as possible. **Please note that a defective part must be returned and received by us before it can be exchanged.**

All returns are subject to physical inspection. This may involve returning the part to our supplier to verify the fault before it can be exchanged. Defective items are backed 100% and can be returned for exchange only.

The warranty period commences from our invoice date not from the date of installation or first use. This warranty covers defects to the part when fitted and used correctly for normal, everyday vehicle use but does not apply to parts used for any extraordinary or unusual uses such as competition, racing, rallying or parts subsequently stripped down, altered, modified or adapted etc. in any way from their original design or intended use.

Although we are, by law, liable for death or personal injury caused by our proven negligence and by The Sale of Goods Act 1979, our warranty only covers the parts in question and not to any consequential loss or cost, e.g. garage labour, recovery, car hire, re-delivery, parking fines, etc. No claim will be validated if the failure is caused by mis-use, neglect, overheating, incorrect installation or failure of a related component.

Any part replaced or repaired under warranty, will only benefit from the balance of the cover remaining from the original purchase date. Warranties are not transferable. Acceptance of goods is deemed as acceptance of these terms. The warranties are in addition to, and do not affect your statutory consumer rights.

STAINLESS STEEL EXHAUST SYSTEM WARRANTY

An exhaust system is guaranteed for the lifetime of the vehicle whilst the vehicle remains in the ownership of the original purchaser of the exhaust.

The guarantee is not transferable. In the event of a claim, we will replace or repair, free of charge, any part of a system that should fail in service due to defective materials or workmanship. The purchaser undertakes to ensure that all engine and exhaust mountings, brackets, clamps, etc., are checked for condition at least once a year and replaced if necessary. Our guarantee does not extend to cover failure due to mis-use, neglect, internal detonation, incorrect installation or failure of a related component.

The warranty covers the exhaust system only. Our prices are kept low for DIY installation, so our liability cannot extend to cover garage labour, recovery, hire car or any other consequential or associated costs.

The warranties are in addition to, and do not affect your statutory consumer rights. For any claim, we will need reference to our original sales invoice. We will also require any failed parts to be made available for collection to be returned to our manufacturer for repair or replacement (this is at the discretion of the manufacturer). It should be noted that it is quite normal for discolouration to occur on external surfaces after a few months of use. This can be removed with wire wool if required and will not affect the guarantee.

This guarantee does not cover part systems or modifications made to parts unless previously agreed in writing with a Rimmer Bros representative. Acceptance of goods is deemed to be an acceptance of these terms. This guarantee does not apply to catalysts or to vehicles converted to run on LPG fuel.