

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:

VIN:

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.

ENTER RETURNS AUTHORISATION
NUMBER HERE:

RETURNED ITEM DETAILS

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

CHECK YOUR ORDER UPON DELIVERY

Thank you for ordering from Rimmer Bros. Please take time to check your order thoroughly upon receipt. We aim to make sure that you're 100% happy with your purchase. If something isn't right, you need to let us know quickly.

Damaged Upon Receipt or Shortage on Order

It happens sometimes, and we understand that it's inconvenient and not your fault. Let us know within 48 hours of receipt and we'll take care of it for you.

Delivery of Incorrect Goods

If there's a problem with your order, don't worry. Contact us within 14 days of

delivery and we'll do our best to rectify the situation for you. Our Customer Service or Sales team will establish if the order has been incorrectly picked or packed and will arrange for the goods to be exchanged. If we got it wrong, we'll sort it out at no additional cost to you. If you've ordered the goods incorrectly, it's not a problem either. We're happy to exchange incorrectly ordered goods too. Just let us know within 14 days of receipt and our team will talk you through the procedure.

RETURNS POLICY

We understand that there will be times when you need to return something to us. Our Customer Service or Sales team will be happy to help you through the process.

All returns must be pre-authorised by our team with a **Return Authorisation (RA) number** which must be quoted and accompanied by a copy of the invoice when returning the goods.

The 'RA' tells us that it's coming back from you and outlines what you want us to do next (replace, exchange, credit note or refund). All returns are subject to a physical inspection, so we must have received and inspected the goods before we can process.

Please ensure all goods are adequately packed to avoid damage, that you insure them accordingly with the carrier used and obtain a proof of shipment. Please note that all returned goods must be in the condition supplied at the point of sale and with their original, undamaged packaging. Return carriage charges are non-refundable.

Overseas customers should also refer to the **VAT & Other Worldwide Tax & Duty** section below, regarding refunds.

We regret that we are unable to accept the return of parts specially ordered or manufactured for you.

Returns of Parts Not Required - within 14 days

All goods sold by Mail Order are covered by the UK Consumer Contracts Regulations, which allow for a 14 day 'cooling off' period during which you may cancel your order by e-mail, phone, or in writing to us, at any time up to and including the fourteenth 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.

Returns of parts not required - within 14 - 28 days

As an added Rimmer Bros benefit and in addition to your statutory cancellation right, returns may be considered outside the 14-day cooling off period up to and including 28 days after you receive your purchase, providing a 'Return Authorisation Number' is applied for within this period. Please note that this will be at our sole discretion.

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% or £10, whichever is greater) to cover administration and re-stocking costs.

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 'Kits'

Where a kit has been supplied (either pre-packaged or as discounted items individually listed on our invoice), then the whole kit must be returned for credit or exchange (as per conditions listed above). No refund will be offered for the return of a partial kit.

Returns of Exchange 'Old Units'

Please contact us for a 'Return Authorisation Number' prior to returning. There is no specific time limit for the return of old units (core) unless of Genuine Jaguar Land Rover or MG Rover origin, where the core must be returned to us within 80 days of purchase for the surcharge refund to be honoured.

Please note that returned core must be complete, serviceable and be drained of fluids where applicable. We reserve the right to retain all or part of the surcharge refund if the core is irreparable, damaged, or not identical to the type supplied. Returned core should NOT have been cleaned by abrasive methods such as sandblasting/glass beading or dissembled for inspection purposes. If such cleaning methods have been used and damage has occurred, or the core is a 'box of bits', the return will be rejected, and no refund will be issued. The core MUST also be returned in any special packaging used for the supply of the original part AND must be safely fixed/fastened in that packaging – failure to comply may result in a charge being levied for any resulting or consequential costs incurred.

Other Returns

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

Returns Processing

Please note that returns are processed as quickly as possible. During busy periods, especially in the Spring and Summer, returns may take up to 14 days to process. Your statutory rights remain unaffected.

WARRANTY

All new and reconditioned parts are covered by a **12 month manufacturer's warranty** unless otherwise stated. You should contact us immediately if a potential warranty situation arises.

We will send you a **Parts Warranty Claim Form** and advise a course of action.

This form can also be downloaded here:

<https://rimmerbros.com/images/pdfs/Warranty-Form-2022.pdf>

Please note that the defective item must be returned and received by us (together with the completed Parts Warranty Claim Form) **before it can be processed.**

All parts returned under warranty are subject to a physical inspection. This may involve returning the part to our supplier for inspection.

The warranty period commences from our invoice date, not from the date of installation or first use. The warranty only covers defects to the part when

installed correctly and when used in normal everyday circumstances. It does not apply for any extraordinary uses such as competition, racing, rallying or parts subsequently stripped down, altered, modified or adapted 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 Consumer Rights Act 2015, our warranty only covers the parts in question and not any consequential loss or cost, eg garage labour, recovery costs, car hire, re-delivery, parking fines etc. No claim will be validated if the failure is caused by misuse, 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 warranty cover remaining from the original purchase date. The Warranty is not transferable. Acceptance of goods is deemed as acceptance of these terms. The warranty is in addition to and does not affect your statutory consumer rights.

VAT & Other Worldwide Tax & Duty

UK

Orders shipped within the UK are charged VAT at the applicable rate on parts and shipping. UK VAT will be refunded on any items returned for credit.

Rest of World Tax & Duty

EU orders sent via IOSS (under 150* EURO) are inclusive of EU VAT at the rate applicable in the country of destination. EU VAT will be refunded by us on any items returned for credit.

EU orders sent via EU All Inclusive or Delivered at Place (DAP) services include an additional carrier surcharge for customs processing – we do not collect the EU VAT or Duty. If you return any items to us for credit, we can only refund the goods value. EU VAT or Duty must be recovered from the relevant EU customs authority, by you.

Norway orders are charged VAT at the applicable rate on parts and shipping. Norway VAT will be refunded by us on any items returned for credit.

Australia and New Zealand orders are charged GST at the applicable rate

on parts and shipping up to AUD/NZD \$1000*. GST will be refunded by us on any items returned for credit.

On orders over \$1000.01*, GST is not charged by us and is instead, collected by customs upon entry into the country. If you return any items to us for credit, we can only refund the goods value. GST must be recovered from the customs authority, by you. Please note that any GST is displayed as "VAT" on the invoice.

For other worldwide destinations any tax, duty, or customs charges must be paid for by you upon import and are not included in our prices. If you return any items to us for credit, we can only refund the goods value. Any tax or duty paid, must be recovered from the customs authority, by you.

Please note that UK VAT is not charged on orders sent directly overseas.

*Correct at time of printing. Please refer to website for latest information.

VAT Nos. **GB352847340**. **EORI** GB352847340000.

IOSS IM2500019340.

NO 2035235. **GST** Nos. **AU** 3000 1318 1512. **NZ** 130-667-848.

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