

**IMPORTANT INFORMATION REGARDING**  
**THE RETURN OF OUR EXCHANGE UNITS PLEASE READ**

ANY EXCHANGE UNITS THAT ARE STILL OUTSTANDING AFTER A 31 DAY PERIOD WILL NOW AUTOMATICALLY BE SURCHARGED USING THE ORIGINAL O/No.

DIRECT PARTS LTD SUPPLY UNITS ON A "NEXT DAY" BASIS & WE EXPECT THE EXCHANGE UNIT BACK WITHIN A 2 – 3 WEEK PERIOD AS THIS ENABLES US TO KEEP UP WITH OUR STOCK PRODUCTION .

ANY UNITS RETURNED THAT HAVE BEEN DAMAGED WILL INCUR A SURCHARGE.

YOU WILL RECEIVE EITHER A PHONE CALL/FAX OR EMAIL INFORMING YOU OF THE AMOUNT OF THE SURCHARGE & ALSO THE REASON FOR THE SURCHARGE.

ANY UNITS RETURNED INCOMPLETE (PARTS MISSING) WILL BE SURCHARGED A PERCENTAGE COST TO REPLACE THE MISSING COMPONENTS.

LOST UNITS WILL BE SURCHARGED IN FULL USING THE ORIGINAL O/No IF NO NEW O/No IS RAISED (ON OCCASION WE MAY AGREE TO ACCEPT ANOTHER UNIT INSTEAD).

INCORRECT ITEMS RETURNED WILL BE HELD IN QUARANTINE FOR A 14 DAY PERIOD ONLY. AFTER THIS PERIOD THEY WILL BE CONSUMED AS "OLD UNITS"

YOU WILL BE INFORMED OF THIS UPON ARRIVAL & **MUST** RETURN THE CORRECT UNIT WITHIN 14 DAYS IF THERE IS NO RESPONSE WE WILL DISPOSE OF THE UNIT & WE WILL SURCHARGE IN FULL.

ALL WARRANTY UNITS RETURNED TO US **MUST** HAVE RELEVANT PAPERWORK WITH THEM STATING THE FAULT / COMPLAINT.

ANY UNITS RETURNED WITHOUT PAPERWORK WILL BE CONSUMED AS "OLD UNITS"

ANY UNIT WHICH HAS BEEN ORDERED INCORRECTLY MUST BE RETURNED TO US IMMEDIATELY & IF WE HAVE TO COLLECT THE UNIT THERE WILL BE A HANDLING CHARGE TO COVER BOTH THE DELIVERY & COLLECTION COSTS.