

TOBY VINTAGE RETURNS FORM

CUSTOMER DETAILS	
Customer name:	Customer Number:
Address:	
Email:	
Telephone number:	Date:

Please tick this box to confirm you have read and accepted the terms stated in the Vintage Supplies Returns and Warranty Policy overleaf

Returns of items without a corresponding invoice number will not be processed.

PART NUMBER	DESCRIPTION	QTY	INVOICE REF	RETURN CODE	FURTHER DETAILS (OPTIONAL)

RETURN CODES	
01 Incorrect item ordered	06 Incomplete kit
02 Incorrect item sent	07 Not as described
03 Incorrect quantity ordered	08 Damaged in transit
04 Incorrect quantity sent	09 Faulty
05 Item no longer required	10 Other (please specify)

Returns

We understand that occasionally you may wish to return something and when this happens we want to assure you of our full help and co-operation. To enable us to process your returns/warranty quickly and efficiently we ask you to carry out the following procedures:

1. We must be notified of any shortages or damaged goods within three working days of your receipt of the order.
2. Excepting warranty claims, cut to size and special order items, returns will be accepted within 30 days for any reason provided they have not been fitted (e.g. no evidence of marks, scratches or oil stains) and in their original undamaged packaging.
3. Original postage and packaging charges are not eligible for refund unless due to a fulfilment error.
4. If a return is received 30 to 60 days after purchase but otherwise qualifies as a return, a credit note minus a handling charge of 15% or £5 applied (whichever is greater) will be issued. If a return is received 61 days or more after purchase, no refund will be issued.
5. A completed Returns Form must accompany the return. Items received with incorrect or incomplete documentation will not be processed.
6. We offer a simple return postage service using Royal Mail, please follow instructions below.

Exchanges

If you need to replace an unsuitable item, this must be returned for a refund/credit note and a replacement part purchased as a new order.

Warranty Returns

1. All parts are warranted against defects in materials and workmanship in normal service for a period of 12 months from the date of purchase.
2. The warranty will be void in case of any evidence of misuse or incorrect fitting.
3. The warranty is strictly limited to the cost of the original component and does not cover any form of consequential loss.
4. Electrical parts returned for warranty will be tested and if found functional, no refund will be issued.
5. Warranty is not valid on parts that are fitted to vehicles used in motorsport, competition, on/off road rallies, trials or track events.
6. Reimbursement is made by the original payment method.
7. A completed Returns Form must accompany the return. Items received with incorrect or incomplete documentation will not be processed.
8. Please use the return postage/carriage service detailed below. We do not reimburse costs incurred using any other service.

Special Order/Cut to Size Items

Excepting warranty claims special order and cut to size items are not eligible for a refund.

- Special order: any part specifically ordered for you e.g. gauges, shock absorbers, hats, number plates etc
- Cut to size: any part cut to length or off a roll to your instruction and correctly supplied e.g. rubbers, metal, bonnet tape etc

International Returns

1. Please refer to all allowances and restrictions above however as the postage/carriage of items will pass through the customs process it is advisable to contact the sales office by email, info@vintagesupplies.com or by telephone, +44 1684 212882 for assistance.
2. If you choose to return items without contacting us first you must state on all carrier documentation the reason for return as either 'for repair', 'warranty item', or 'return' to avoid unnecessary customs charges. Any charges incurred by Vintage Supplies will be deducted from the credit note issued.
3. Customs and duties paid to receive goods are outside of our control and you must request a refund directly from your local customs office and present proof of return. As the process varies by country and is subject to regular legislative amendments we can not provide any further advice on this.

Royal Mail Returns

Available for parcels less than 20kg, dimensions below 61 x 46 x 46cm or 90cm maximum length in the case of a tube.
Fee: £4.50 (inc VAT) deducted from refund or free if due to a fulfilment error.

- Go to: <https://www.royalmail.com/track-my-return#/>
- Search for retailer 'Vintage Supplies Ltd'
- Follow on screen instructions

DHL:

Available only for orders originally delivered by DHL.

Fee: £9.00 (inc VAT) deducted from refund or free if due to a fulfilment error.

- Please contact the office by email, info@vintagesupplies.com or by telephone, +44 (0) 1684 212882. A label will be sent via email to be printed off and a suitable collection time and location arranged.

Any Other Service:

Please send items to the address below. This will be at your expense and regardless of the reason for the return will not be recoverable. We recommend using a recorded delivery service or carrier and retaining a receipt as we are not responsible for any undelivered items.

Customer Returns (Toby)
Vintage Supplies Ltd
Unit 7 Merebrook Business Park
Hanley Road
Malvern
Worcestershire
WR13 6NP

And finally, if in any doubt about the suitability of an item prior to purchase, fitting of an item post purchase or require advice regarding an exchange please contact us, we will be happy to help.