

### **2016 DAMAGED ITEMS POLICY:**

Should a customer receive a consignment that has sustained damage in transit, then notification must be received by us **within 4 days of receipt of the goods**. When notification is made we will need to know the extent of the damage and the part numbers of the parts affected. Photographic evidence is required where possible.

We cannot accept liability for any damage when notification is received after 4 days.

A deadline of 24 hours is noted on each individual box by way of an A5 label.

In order to keep costs down our policy is to replace damaged component parts and not the whole item unless all parts are damaged. Obviously damaged parts will be replaced free of charge. Should customers require a complete replacement then our standard returns policy will be applied. Replacement goods will be shipped as soon as manufacturing conditions reasonably allow.

This does not affect the customer's statutory rights.