



## 1) Standard Returns Policy

BPW Axles (Pty) Ltd wants you to be satisfied and happy with your purchase. In the event where you are not completely satisfied, you can return the product to us and we will replace it or credit your account, subject to the below terms. This Policy applies to all products bought from BPW Axles (Pty) Ltd itself and from third party sellers.

Please note that BPW Axles (Pty) Ltd may, from time to time and at its discretion, restrict the use of the credit in your account in respect of certain products.

This policy forms part of the BPW Axles (Pty) Ltd Terms and Conditions, and the context defined in the Terms and Conditions have the same meaning in this policy, unless the context indicates otherwise. Under no circumstances is this policy intended to limit your statutory rights in any way.

## 2) Preparing your products for a return

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products:

- Package your products safely and securely for protection during transit.
- Clearly mark your return reference number on the outside of the parcel.
- Include all accessories and parts that were sold with the product.

Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

## 3) Unwanted products

You can return an unwanted product to us at no charge within **seven (7)** days of invoice. Thereafter a 10% handle fee will apply:

- it is **undamaged and unused**, with the original labels and stickers still attached.
- It is in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable). Please refer to our Help Centre for some examples.
- it is not missing any **accessories or parts**.
- Any parts brought in specifically on customer request, will not qualify for a return unless it is under warranty.
- Stock may not be returned after 6 months from the invoiced date.
- You log a return within seven (7) days of delivery to you or collection by you of the unwanted product. After seven (7) days, you can only return a product if it is defective.
- All returns are subject to Management and Quality Control approval.

#### 4) Changed your mind?

If you changed your mind and would like a credit for a product, you can return it, once we have inspected the product and validated your return, we will credit your account with the purchased price of the product within ten working (10) days of the return (or refund you if that is your preference).

#### 5) Want to exchange?

If within the seven (7) days of invoicing BPW either exchange or credit your account with the purchased price of the product within ten working (10) days of the return (or refund you if that is your preference).

- We are entitled to inspect the product to validate your return.
- All returns are subject to Management and Quality Control approval.

#### 6) Not what you ordered?

If we accidentally deliver the incorrect product to you, or if the product is not as described please notify us. If the product or any accessories or parts is missing, you will need to follow the process set out in section 7 below. Once we have inspected the product and validated your return, we will at your choice deliver the correct product to you as soon as possible (if the correct product is available); or credit your account with the purchase price of the product within ten working (10) days of the return (or refund you if that is your preference).

#### 7) Products damaged on delivery

If the product is found damaged or missing any parts or accessories at the time of delivery/collection, **please notify us within seven (7) days** of such delivery/collection by logging a return.

We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice replace the product as soon as possible (if we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference).

#### 8) Defective products

We do our best to ensure that the products we deliver to you are of the highest quality and in good working order, without defects.

What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

The following will **NOT** be regarded as defects and will not entitle you to a return under section 8:

- Faults resulting from normal wear and tear.
- Damage arising from negligence, user abuse or incorrect usage of the product.
- Damage arising from electrical surges or sea air corrosion.
- Damage arising from a failure to adequately care for the product.
- Damage arising from unauthorized alterations to the product.
- Where the specifications of a product, although accurately described on and generally fit for its intended purpose, do not suit you; and
- In relation to unboxed deals or used products, signs of handling and/or repackaging.

## 9) Standard Warranty

If you received a product which is defective or of poor quality (safe for manufacturer warranty products which are discussed below), please notify us as soon as reasonably possible after you become aware of the defect or poor quality, but in any event within six (6) months after delivery/collection of the product (except in the case of an extended supplier warranty, which is set out below).

After we have inspected the product and validated your return, we will credit your account with the invoiced price of the product.