



Returns, Collections & Delivery Overview

- ✓ Globe parts offers a delivery service and **may charge delivery fees** for the service provided.
- ✓ Delivery Dates and times are estimates only and Globe Parts is not liable for late delivery.
- ✓ Globe Parts may supply goods through a carrier at the customers cost. This is transported without insurance; Globe parts are not responsible for any loss or damage. Customers must arrange their own insurance to cover any transportation risk.
- ✓ All returns are to be **accepted by Globe Parts** in writing prior to return and must be sent back following the return's procedure set by Globe Parts.
- ✓ **Inspection:** Customers should inspect goods upon delivery.
- ✓ **Damage Reporting:** If any damage is found, customers must report it immediately with photographic evidence.
- ✓ **Signed Goods:** When goods are signed for, they are accepted as received in good order.
- ✓ **No Credits:** No credits will be issued for damaged goods once they have been signed for.
- ✓ **Warranty Claims** must be lodged within 14 days from delivery.
 - Technical issues (faulty HUD, antenna, etc).
 - Manufacturing defect relating to the size.
 - Manufacturing defect relating to the quality.
- ✓ Globe Parts is not compelled by law to accept the return of goods due to change of mind, wrong order or change of circumstances.
- ✓ A **restocking/ return fee** may be imposed, and the customer agrees to either pay the fee or have the credit reduced by the same.
- ✓ If Globe Parts accepts the return of goods, the following is required:
 - The returned goods must be un-used and in the original condition supplied.
 - The goods must be returned within **30 days of Invoice**.
 - The original Delivery Docket or Invoice number must be quoted with the goods.
 - Customer Specific stock, discounted, sale and non-standard items cannot be returned for credit.
 - The **customer is responsible** for the return freight cost (if any).
- ✓ **Restocking Fee**
 - 0% within 4 weeks
 - 15% within 4-12 weeks
 - 50% 12-24 weeks
 - 100% (no credit) 24 weeks plus

For full terms and conditions of Sale please refer to our website www.globeparts.com.au