

Trade Returns Form

All returns must include a completed copy of this form for processing.



Warranty Returns:

- Unless otherwise stated all parts are covered for a period of 12 months from the date of purchase.
- Warranty is limited to the cost of the warranted component(s) and does not extend to cover garage labour, delivery or any other consequential costs.
- No warranty claim will be accepted if failure is caused by misuse, neglect, overheating (engines), incorrect installation or failure of a related component.
- Warranty returns should be referenced fully below.

Non-Warranty returns:

- Damages must be reported by telephone within 24 hours of receipt.
 - Delivery shortages or incorrectly supplied items must be notified within 48 hours of receipt.
 - Stock items which are no longer required may be returned to us for credit within 90 days of invoice date.
- They should be referenced fully below and **returned complete, unused and in a saleable condition within their original packaging**.

- We are unable to provide credit on special order items.

Exchange/Core units:

- Core units must be returned within 180 days of purchase for surcharge refund.
- Exchange items incur a surcharge which is refunded once the old unit has been returned
- We reserve the right to charge for the dismantling of items surplus to the core unit (for guidance please contact us).
- Core units must **not be disassembled**, they must be **complete, serviceable** and **drained** of any fluids.
- Core units should be referenced fully below.
- Surcharges will not be refunded if the core unit you return is not **identical** to the type you were supplied.
- Failure to comply with these requirements may result in your surcharge being retained.
- **We bear no responsibility for any items returned surplus to the original unit.**

For all returns:

- The customer is responsible for returns carriage, unless the return is due to our error in which case call to discuss.
- It is the customer's responsibility to ensure all returns are adequately packaged to safeguard against damage
- Refunds will be made via the original payment method.
- We bear no responsibility for any items returned not supplied by MGOC Spares.
- Items returned outside of our warranty conditions will be refused credit and may be destroyed.
- **ALL RETURNS MUST INCLUDE A COMPLETED COPY OF THIS FORM TO AID PROCESSING**

IF YOU HAVE **CORE AVAILABLE FOR SALE (NOT ELIGIBLE FOR DEPOSIT REFUND) PLEASE CONTACT OUR TRADE SALES TEAM**

Company Name:	Trade Account Number:
Telephone /Email :	Return Dated:

Part Number	QTY	Sales Order Number	Invoice Date	Reason for Return:	Credit number <i>(office use only)</i>	Return Code <i>(Office Use Only)</i>	RTS No <i>(Office use only)</i>

Part Number	QTY	Invoice Number	Invoice Date	Reason for Return:	Credit number <i>(office use only)</i>	Return Code <i>(Office Use Only)</i>	RTS No <i>(Office use only)</i>

Office Use Only			Notes:	
I Confirm that all returned items comply with our terms & conditions		Y	N	
Warehouse Signature:			Warehouse Initials:	
Credit Authorised <i>Trade Manager</i>	Y	N	Trade Manager <i>Signature & Date</i>	
Credit Note number:		Credit Raised by: <i>Signature & Initials</i>		