



RETURN GOODS POLICY

www.promtparts.co.nz

This policy is designed to provide customers with a 31-day window to return parts from the date of order, subject to a 20% handling fee based on the goods' value. To facilitate a smooth return process, it is imperative that all necessary documentation accompanies the returned items.

When completing the return form, please ensure the inclusion of the following details:

1. Original invoice number
2. Original invoice date
3. Part number
4. Quantity requested for return
5. Reason for return

Please note that certain parts are non-returnable, including electrical & ignition components, decals & decal sets, lubricants, items valued at less than \$50, parts supplied more than 31 days prior, and non-stocked or special-order parts.

For a part to be eligible for return, it must meet the following criteria:

1. It must be in a new and saleable condition.
2. It must be in its original, undamaged, and unopened packaging.
3. It must be correctly identified by its part number(s).

Prompt Parts reserves the right to reject returns and cancel submitted Return Goods Forms if the specified requirements are not fully adhered to.

All associated freight costs for returned items must be prepaid by the customer. However, in the event of a company error, Prompt Parts will assume responsibility for freight costs.

Your understanding and compliance with these guidelines are appreciated.



RETURN GOODS FORM

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Dealer submitting return

Business owner name

Contact Number

Date of return

Part being returned

Part #

Part Description

Invoice # the part was purchased on

Quantity being returned

Reason for return