



Your Expert
in Parts

CUSTOMER RETURNS INSTRUCTIONS

Information about Returns



It is important that customers contact us prior to sending any returns.

A basic amount of information is required by HC-CARGO in advance of goods arriving on site.

Therefore it is necessary to complete the relevant forms before shipping any returns.

This advanced notification will ensure that returns consignments are processed in a smooth and efficient manner.

Failure to provide this information however can result in **non acceptance** of consignments, **unnecessary delays** and the **non-crediting** of returned items, and the return of the rejected items incurring shipping costs .



If the Cargo sticker (as shown below) is removed, the part will no longer be eligible for return.

Once the sticker is removed it is no longer possible to confirm the origin of the part or indeed that it was purchased from HC Cargo.



How to Return

- Fill in return form online
- Press “send and submit”
- A return ID appears on your screen
- One of our staff will contact you to advise on the agreeable returns and will arrange collection.
- Mark up the returns parcel with the return ID
- Fill in claim report for warranty returns and print it out (one for each claim) and put it into the appropriate box.

Return to stock items needs to be sent back separately from Warranty return items as these are handled at different Locations.



RETURNS

Packing your returns



Please Ensure Boxes / Pallets etc. are packed adequately i.e. that individual items are “back in the original box”, and that all pallets / cartons etc. are **SAFE, MANAGEABLE, & NOT OVERWEIGHT!**



Inadequately packed



Overloaded / Unsafe



Parcels are subject to max weight of 25 kilos per box and each parcel must not have two sides 80cm or more or a single side of 140cm or more.

Return to stock needs to be separate from Warranty returns as these are handled at different locations

Any goods / package returned to HC-Cargo found to be over any of the above mentioned weights and dims will be subject to a £50 surcharge per offending package.



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WARRANTY RETURN

Summary of Warranty Policy

The warranty offered is in accordance with our standard terms and conditions, the company's obligation is limited to repairing or replacing any item found to be defective, and not due to wear and tear.

Items returned under warranty will be subject to inspection.

Following inspection, defective items will be **credited** at the original invoice price.

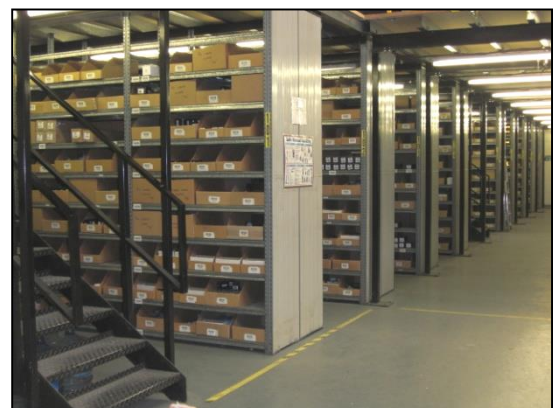
Consequential losses such as Labour, Parts, Loss of earnings, Recovery / Hire costs etc., Do not form part of the Warranty.

Rejections

Following notification to the customer, rejected warranties will be held for a period of **10 working days**, within which customers must arrange for the rejected items to be collected.

Alternatively, upon request, HC-CARGO can either:

1. Return the rejected items to the customer at customers own expense, or
2. Arrange for the items to be disposed of at no extra cost to the customer.



WARRANTY RETURN

Examples of conditions NOT covered by warranty



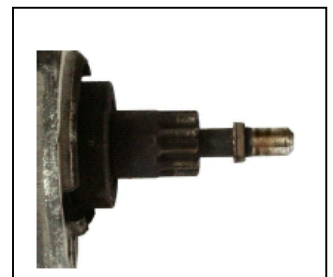
Meshing:
Blue Shaft
Worn / Broken Teeth



Broken Housing /
Armature Shaft
Impact / Pressure
From Ring Gear



Contamination:
Water



Clutch Dust:
Pinion & Housing



Unauthorised
Intervention:
Unit Dismantled /
Repaired



Contamination:
Sand / Dirt etc.



Contamination:
Oil



Oil:
From Vac Pump

WARRANTY RETURN

Avoiding Warranties

Alternator Checklist

Before testing the newly fitted alternator check the following:

- Is the battery OK (Fully Charged)?
- Are battery cables correctly connected?
- Is the fan belt OK & properly tensioned?
- Are all connections correct and properly tightened ?
- Is the harness OK?
- Are all bolts and nuts properly tightened and with spring washers?



Starter Checklist

Before testing the newly fitted starter check the following:

- Is the battery charged and are the battery cables OK?
- Are the battery cables and terminals clean and firmly connected?
- Is the ignition switch OK? Make sure that it does not stick, not even periodically.
- Are the teeth on the flywheel ring gear OK?
- Are all connections made correctly and have they been tightened ?
- Is the harness OK?
- Are all bolts and nuts properly tightened and with spring washers?

STOCK RETURNS

Summary of Policy

Items that are no longer required can be returned for full credit for a period of up to **90 days** from date on which they were invoiced.

The item(s) must be **unused** and in a **RE-SALEABLE condition** i.e. in the original undamaged sales packaging.



Boxes, bags or labels that have been crushed, torn, written on or, are contaminated with dirt, oil etc., **WILL NOT BE ACCEPTED FOR RETURN.**



We reserve the right to place a handling charge of £3.50 on any items that need to be re-packaged.

Photographs will be taken to show the customer if the goods are received in an unacceptable condition.

A freight charge of £8.50 per box will apply, subject to max weight of 25 kilos per box and each parcel must not have two sides 80cm or more or a single side of 140cm or more.



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STOCK RETURNS

Summary of Policy

Stock Cleanse

Stock returns **outside of the 90 day period** will be considered a **stock cleanse** and are therefore subject to an authorised agreement.

In the first instance, customers should contact their local sales representative.

