



Quality Tractor Parts Ltd.

Worldwide Exports

Units 5-7, Zone C, Mullingar Business Park, Mullingar, Co. Westmeath, N91 ND3T, Ireland.

Tel: + 353 44 934 1638 Fax: +353 44 934 2355

Email: info@qtponline.com Web: qtponline.com

QTP Customer Returns Policy

1. Goods will be accepted for return up to 15 working days from the date of invoice once in resalable condition. Any goods agreed for return outside of the 15 day limit will be subject to a **20%** re-shelving / handling charge up to 3 months of date of invoice. Any Item over 3 months from the date of invoice will be classified as an exceptional return request and point 5 of this policy applies.
2. All applications for a customer return request must be processed online www.qtponline.com return requests will not be accepted via phone, fax or email only applications via the web will be accepted.
3. All return request must be completed on the correct QTP return request form each section of the on line form must be completed i.e. correct part number, qty for return , reason for the return, original invoice number of when the goods were supplied. If all the relevant information requested is not supplied the return request will be refused in its entirety. Once the return request is approved a copy of the approved return can be printed from your online account, the approved return request sheet must be attached to the returning items in order for QTP's goods inwards department to identify the package as a return. Failure to do this will result in delayed processing of the return through the warehouse thus delaying the issue of the credit to your account.
4. Goods classified as "ordered incorrectly" or "not required" by the customer will not be accepted or agreed for return unless pre-approved and within the 15 days, anything outside the 15 day limit will be subject to point 1 & 5 of this policy.
5. **Exceptional Return Request:** In the event that a customer needs to return items well outside the 15 day limit and exceeds the timescale listed in point 1 of this policy ,QTP will view this on a case by case basis **"if approved"** the return will be subject to a **30%** re-shelving/handling charge. It is important to note that no Item will be accepted for return over 6 months from date of invoice.
6. Once a return request has been approved it is the responsibility of the customer to send the goods back to QTP, **QTP will not arrange collection.** The approved return request is valid for 10 working days, if the goods are not returned to QTP within 10 working from date of approval the return request will be cancelled.
7. All goods must be returned in a resalable condition and in the original packaging.
8. Any goods received damaged must be reported within 72 hours of receipt, it's the responsibility of the customer to check the package/parcel/pallet, if damage is reported after the 72 hours of receipt QTP may not approve or except the claim.
9. Goods returned without approval will not be credited and will be returned to the customer and the freight charged to their account.
10. Sales Representatives are not authorised to collect returns, only in exceptional circumstance will a Rep collect goods and this must be authorised by Management.
11. Warranty is only available to the original customer who purchased the product.
12. All approved credits will be issued at the original invoice value.
13. All bespoke/special orders for customer are excluded from the customer returns policy as QTP **will not issue credit** for these items as they are generally non stocked items or made to order.
14. Any items / parcels received incorrectly by a customer in error QTP will arrange collection for the goods at no cost to the customer who received the items. This applies to a customer receiving another customers order or the customer receiving an item not ordered "Picking Error" either a collection will be arranged or an "exchange" will be arranged.

Company Number 333183 Directors: Matt Buckley Marina Buckley VAT Number IE6353183J

Registered Office Address: Units 5-7, Zone C, Mullingar Business Park, Mullingar, Co. Westmeath, Ireland.

Bank: Ulster Bank Ireland Ltd. 15-17 Oliver Plunkett St., Mullingar, Co. Westmeath, Ireland.



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Warranty Policy

All goods supplied come with a 12 month replacement part only warranty which is valid from the date of invoice of the goods. The warranty covers breakdowns of faults due to defects in materials, and does not cover wear and tear, incorrect installation, lack of maintenance, accidental damage or damage caused by negligence, misuse or unauthorised modification.

Labour charges for refitting items or consequential damage is not cover by QTP under our warranty. Parts that are fitted and fail after a short period of time must have a detailed report outlining the failure type along with images of the failure. **It will not be adequate to list "faulty" as the reason.** Failure to provide a detailed report will result in rejection of the warranty claim. QTP will arrange collection of all warranty items. Warranty items are to be requested separate to a standard return request.

Signed:

A handwritten signature in black ink, appearing to read 'K. Farrell', is written over a horizontal line.

Keith Farrell (C.O.O)

Date: 7 / 11 / 2019