

## **TURBOCHARGER 30 Day 'No Drama SELLER PAYS Post' Returns Policy**

This Policy runs in conjunction with our Full Limited Warranty.

It covers the first inclusive 30 days of the Full Limited Warranty.

By purchasing you agree and accept both these policies

PLEASE read the following in conjunction with the terms of the Warranty document and the below Return Policy BEFORE contacting us in regard to any warranty or return enquiry.

Turbochargers are manufactured using machinery that has built in comprehensive checks and balances for quality control(QC). All turbos are electronically balanced and QC checked before they leave the factory. It is unlikely that a turbocharger leaving the factory after QC should fail upon immediate installation.

Upon immediate failure of a turbocharged vehicle, the turbo is often suspected of fault and hence under the 24 month warranty.

However, more likely causes of failure include foreign matter entering the compressor after install due to small (or large) particles of debris left loose due to removal of old turbo and / or air filters and hoses.

Or the turbo is not correctly primed at install and hence bearing fails. Oil leaks can also be observed, and are often a fault of install or operation and negligent or incorrect subsequent maintenance, not the fault of any seal.

In extreme cases complete failure can include shaft breakage due to one or more of the above issues.

These are a few of the most common faults that have nothing to do with an actual manufacture fault of the new turbo itself.

Others faults include air leaks in gaskets and seals and the consequent incorrect air pressures for the turbo to operate correctly. Other issues can be related to a faulty Air Flow Meter and it is recommended that they are replaced in conjunction with the new turbo.

Problems such as these are not covered by any of our warranty policies.

It is advisable that these issues are explored and other checks be made of the vehicle before assuming the turbo is at fault.

Other problems are rarely caused due to shipping handling. Whilst all care is taken in packing, sometimes damage occurs to goods during shipment. Please check immediately upon receiving item to make sure there is no obvious damage to goods especially actuators. Report any issues via email to us as soon as they are discovered so they can be claimed from the shipper. (please see 1.) below)

**By purchasing you are accepting the terms and conditions of the warranty and our other policies of sale and return.**

If you do not agree to these conditions, please contact us immediately BEFORE turbo is installed for return procedure under such circumstance.

If you need to contact us in regard to a warranty query or other after sales enquiry:

**Please reply ONLY by reply EMAIL** to the email you would have received from us at date of shipment to you with the term “post” or “posted” in subject line of that email. By doing this, order number and sale date information is shown in email for faster response.

Please allow at least 1 business day for initial response.

The **‘No Drama Seller Pays Post’ Return Policy** does not affect general consumer guarantees as outlined by Australian Consumer Law.

### **CONDITIONS for 30 Day ‘No Drama Seller Pays Post’ Return Policy.**

With our “NO DRAMA 30 Day” Policy, Fintel Pty. Ltd.(seller) will pay for all reasonable costs ONLY directly associated with return post. If item deemed unusable for specific application for which it is designed (NOTE: this does not include buyer changing mind, incorrect installation, incorrect part purchased or cosmetic defect) or has warranty defect as defined by the Warranty document, buyer can return item at SELLER cost.

Buyer to contact seller via email only to arrange return & postal instructions.

Item must be shipped back (post mark stamped) within 30 days of item being sent out (post mark stamped dated day item left seller) for **‘No Drama Seller Pays Post’ Return Policy.**

Please refer to Warranty document for further information on Warranty process.

If buyer changes mind or has purchased incorrect part, it is at the sole discretion of seller to accept return. We are under no obligation to accept return under these circumstances. However, if seller agrees to return that is not covered under Warranty, part can be returned under same terms as above(within 30 days as above). Returned funds in such case will have deductions as follows: 1) Seller initial post cost (cost of initial shipment to buyer). 2) 40% restocking fee (these will be deducted from purchase price) and BUYER must pay return postage.

Under all cases of warranty or return, please allow a minimum 2 weeks from receipt of turbo back at base for reply of diagnosis and subsequent actions. Additionally, please allow 2 weeks for return post of turbo in repair situation or for refund of any funds.

For Full Limited Warranty - Please see our website.

Thank You.