

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

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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 are accepting the terms and conditions of this warranty and our other policies of sale and return.**

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

If you need to contact us regarding a warranty query or other after sales enquiry, please do so as soon as the issue is discovered and do as follows:

**Please reply by return EMAIL ONLY** to the email you received from us at date of shipment. That email will have the term "posted" in subject line. By doing so, invoice and sale date information is collected for faster reply response. You will be issued a return authorisation and a return shipping address via reply email.

**Please note: Items received without a return authorisation, will be sent back 'Return to Sender'.**

Calls received by phone regarding warranty or certain technical aftersales service, will be guided back to the email process.

**Please allow at least 1 business day for initial & subsequent response to any email communications.**

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

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### **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 directly associated with return post of items purchased ONLY. 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 a return that is not covered under Warranty, part can be returned under terms found in 'No Drama SELLER PAYS Post' Returns Policy (within 30 days). However, 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, please allow a minimum 2 weeks from receipt of turbo or part back at base for reply of diagnosis and subsequent actions. Please allow 2 weeks for return post of turbo in repair situation or for refund of funds.

For Full Limited Warranty - Please see our website.

Thank You.