



RETURN GOODS POLICY

www.promptparts.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).

At Prompt Parts, we want to make returns as easy as possible while keeping things clear for everyone. If the return requirements aren't fully met, we might not be able to process your return or accept the Returned Goods.

For returns, customers need to cover the freight costs upfront. But if we made a mistake, don't worry—we'll take care of the freight charges.

Thanks for working with us on this—we're here to help if you have any questions!

You can download this form at www.promptparts.co.nz/return-goods-policy



RETURN GOODS FORM

www.promtparts.co.nz

Dealer Details

Dealer Name	
Contact Person	
Purchase Date	
Date of Return	

Parts Being Returned

Part Number	Qty	Invoice #	Reason