

# PARTS RETURN POLICY

This section covers the return of Unused, Service Exchange / Dirty Units & Parts Warranty. Prior to returning parts, please follow the following procedure:

**Return Authorisation Number** must be obtained from our Central Parts Team by calling **01926458555**. After receiving the return Authorisation Number & Returns Form. Failure to obtain such authorisation will invalidate any claims for credit. All parts will be collected by our national transport provider. To ensure full traceability NO parts should be returned to a Dennis Eagle Service Centre, Dennis Eagle Parts representative or any Dennis Eagle employee or location.

Where Dennis Eagle has correctly identified & supplied electronic units and PCB in accordance with information given by the customer, such parts CANNOT be returned. If sealed bag protective seal is broken / opened.

To return parts that have either been ordered in error or are no longer required, all returns requests are to be made by telephone to the Central Parts Team where a member of staff will register the request to return the product against the original invoice. However, this will incur a 20% handling charge per line item, up to a maximum of £500 per item.

**Your will be emailed a three-part return form** per consignment. The top part of the form should be fixed securely on the outside of the package; the middle section needs to be put inside the package.



# TIMESCALES FOR RETURN OF PRODUCT

## Unused Items

These must be authorised for return within 30 days of the despatch date, validated against the original invoice and be in a re-saleable condition. We reserve the right to reject all claims for credit should an item not be in re-saleable condition as judged by Dennis Eagle or its nominated representative.

## Service Exchange / Dirty Units

Service Exchange units must be registered for return within 90 days of despatch of the unit.

In the event that you wish to return a unit for credit after the "Expiry Date" of that surcharge invoice, it is at the discretion of Dennis Eagle as to whether it is accepted for return. This will be a commercial decision and not necessarily reflect the original surcharge value.

## Special Requirement for the Return of Core

When returning components such as rams, pumps, valves, engines, etc. under the service exchange scheme, it is essential that units are cleaned prior to despatch and sealing plugs are refitted to prevent dirt or water ingress.

Failure to do so may render the claim void. If an engine is being returned, it must be emptied of oil and steam cleaned. If the old unit is in such a condition that it cannot be reworked, no credit will be given.

# BOOK YOUR COLLECTION

When all your return is packaged & ready for collection call our transport team on **01257 225332** or email **dereturns.cs@tvssvs.com**.

Before calling the transport team following information would be required to complete booking;

- i) Number of packages.
- ii) Weight & dimensions.
- iii) Collection address.

Our transport team will send via email the shipping labels that are required for the collection.

If the nominated carrier fails to collect the parts(s) within 3 working days, call our transport team on 01257 225332, or email [dereturns.cs@tvssvs.com](mailto:dereturns.cs@tvssvs.com) quoting the call reference number.

**There is a minimum item value of £45 for each part returnable to stock.**

