

## Melksham Motor Spares Warranty Policy

Melksham Motor Spares policy is to maintain a high standard of quality in all aspects of our operation and to continually satisfy customers in respect of our products and services.

Our warranty policies are an important aspect of our overall service offer. They cover parts for passenger cars and light commercial vehicles which have failed in service or fitment due to defects in materials or workmanship.

### Melksham Motor Spares No Quibble Warranty Policy

#### Warranty Period

- All Products purchased from Melksham Motor Spares are covered by the manufacturer's warranty against defects in materials or workmanship.
- Warranty periods vary, please contact us before submitting a warranty claim.

#### Melksham Motor Spares No Quibble Warranty

- MMS offer a No Quibble Warranty on all our products. Any product that meets the terms and conditions of our No Quibble Warranty policy will be credited within 7 days of return.
- No labour or ancillary part costs can be claimed at any time with a No Quibble Warranty claim.
- No Quibble Warranty is subject to manufacturer's warranty period and terms & conditions.

#### Melksham Motor Spares No Quibble Warranty Return Procedure

- Contact Melksham Motor Spares to verify the parts are still within the manufacturer's warranty period.
- A Melksham Motor Spares Warranty form must be filled out and returned with the faulty part. The top copy of the form is your receipt (White copy). The bottom two copies must be returned with the faulty part. (Pink & Yellow).
- If the submitted part meets the criteria set out in the Melksham Motor Spares No Quibble Warranty Policy, the credit will be issued against the original invoice within 7 days of return.

#### No Quibble Warranty Terms & Conditions

- No Labour, ancillary part or recovery charges can be claimed with any NQ warranty.
- Failure to return the part with a fully completed warranty form will result in the part being returned to you.
- Any credit issued under the No Quibble warranty policy is done so in full and final settlement of the claim.
- No Quibble warranty covers defects caused by material or manufacture only, not general wear and tear from a normal working life.
- We reserve the right to reject claims when damage has occurred through incorrect fitment, handling, misuse or abuse. Any vehicle or product modification from original specification, which can be considered outside of normal road use will also result in claim being rejected.

We reserve the right to amend these terms and conditions without any prior notification.

#### Statutory Rights

The customer's statutory rights remain unaffected.

## Melksham Motor Spares Warranty with Labour or Ancillary Part Policy

### Warranty Period

- All Product purchased from Melksham Motor Spares is covered by the manufacturer's warranty against defects in materials or workmanship.
- Warranty periods vary, please contact us before submitting a warranty claim.

### Melksham Motor Spares Labour & Ancillary Part Warranty

- Melksham Motor Spares offers the opportunity for the labour time @ ICME book times to be claimed when submitting a faulty part.
- Ancillary parts directly affected by a part failure can also be submitted as a labour warranty, any ancillary parts can only be claimed at the cost price.

### Labour Warranty Exceptions

- No labour or ancillary part warranty claims can be made on the product groups listed below. Please refer to No Quibble Warranty policy or the Battery Warranty policy for the correct procedure to claim.

#### **Batteries**

#### **Exhaust parts**

#### **Catalytic Converter or Diesel Particulate Filter**

### Melksham Motor Spares Labour Warranty Return Procedure

- Contact Melksham Motor Spares to verify the parts are still within the warranty period.
- A Melksham Motor Spares Warranty Form must be filled out and returned with the faulty part. The top copy is your receipt (White Copy). The bottom two copies must be returned with the faulty part. (Pink & Yellow).
- Any labour claim must be submitted with a labour invoice, made out to Melksham Motor Spares including vehicle details, registration, part mileage and the full details of the fault of the part being submitted for claim.
- Labour can only be claimed at a maximum of £40.00 per hour using ICME book times for removal and refit of failed part and ancillary parts.
- Copy invoices for any ancillary parts must be submitted with the claim.
- Parts will be submitted to our supplier for assessment. This process can take up to 12 weeks from the point of submission.

### Warranty Terms & Conditions

- Failure to return a part with a fully completed warranty form will result in the part being returned to you.
- Any Labour claim submitted without a labour invoice will be treated under the terms of our No Quibble Warranty Policy and will be credited as such. No labour claims can subsequently be claimed.
- Any credit issued under the Labour Warranty Policy is done so in full and final settlement of the relevant claim.
- Our Labour Warranty covers defects caused by material or manufacture only, not general wear and tear from a normal working life.
- We reserve the right to reject claims when damage has occurred through incorrect fitment, handling, misuse or abuse. Any vehicle or product modification from original specification, which can be considered outside of normal road use, will also result in the claim being rejected.
- We reserve the right to amend these terms and conditions without any prior notification
- If the claim is paid in full from the manufacture, it will be credited in full to the claimant's Melksham Motor Spares account.
- If the claim is not paid in full from the manufacturer Melksham Motor Spares will contact the claimant to inform them of the value of the claim before the refund is processed.
- If the claim is rejected Melksham Motor Spares will contact the claimant to discuss the rejection. A copy of the rejection report and submitted part may be sent to the claimant if required. Rejected labour claims **cannot** be resubmitted at a later date under our No Quibble Policy.

### Statutory Rights

- The customer's statutory rights remain unaffected.

## **Melksham Motor Spares Battery Warranty Policy**

### Warranty Period

- Batteries purchased from Melksham Motor Spares are covered by the manufacturer's guarantee against defects in materials or workmanship. The warranty periods vary, please enquire with our sales team before submitting a warranty battery for credit.

### MMS Battery Warranty

- We will credit returned warranty batteries under our 'No Quibble Warranty' policy.

### Melksham Motor Spares Warranty Battery Return Procedure

- Please contact Melksham Motor Spares to verify the battery is still within the warranty period.
- Please notify any Melksham Motor Spares van driver who will fill in the green old core returns & warranty batteries form and return the warranty battery to Melksham Motor Spares.
- If the warranty battery meets the criteria set out in the Melksham Motor Spares Battery Warranty Policy the credit will be issued within 7 working days.

### Warranty Terms & Conditions

- No labour, ancillary part or recovery charges can be claimed with any battery warranty.
- Any credit issued under the 'No Quibble Warranty' policy is done so in full and final settlement of the relevant claim.
- Our 'No Quibble Warranty' covers defects caused by material or manufacture only, not general wear and tear from a normal working life.
- We reserve the right to reject claims when damage has occurred through incorrect fitment, handling, misuse or abuse. Any vehicle or product modification from original specification, which can be considered outside of normal road use will also result in claim being rejected.
- We reserve the right to amend these terms and conditions without any prior notice.

### Statutory Rights

- The customer's statutory rights remain unaffected.

## **New Part Returns Policy**

- Any items without exception returned to Melksham Motor Spares in a saleable condition, within 30 days of purchase, will be credited against the original invoice.
- Melksham Motor Spares reserves the right to reject any new part credit or apply a discretionary 15 % handling charge to any part that is resaleable, but not returned, within 30 days of purchase.
- Any Melksham Motor Spares driver will accept new parts to be processed for credit and the driver will issue a Melksham Motor Spares New Part Returns Note to act as a receipt.
- Parts collected for credit by a driver will only be accepted with a valid yellow return note with the account name clearly stated, with the original invoice number.

### **Melksham Motor Spares reserves the right to reject any of the following for credit:**

- Any specially ordered part as stated on the sales invoice.
- Any electrical or engine management part that is returned to us with the bag or seal broken or has been fitted.
- Any correctly supplied part that has been fitted to a vehicle or returned in an unsalable condition.
- Any part returned with excessively damaged packaging.

We reserve the right to amend our New Part Returns Policy without any prior notice.

### Statutory Rights

- The customer's statutory rights remain unaffected.

## **Old Core Returns Policy**

- Parts that have a surcharge must have the old unit returned in the original box with a valid green return note.
- The old core item can be rejected for credit if the box is defaced in anyway.
- Any Melksham Motor Spares driver will accept old core units to be processed for credit and the driver will issue a Melksham Motor Spares Old Core Returns Note to act as a receipt.
- Old core parts collected for a credit by a driver will only be accepted with a valid green old core returns note with the account name clearly stated.

Old core must be in a condition which will enable the unit to be reconditioned. The following reasons are considered unacceptable for credit:

- Any snapped driveshafts, propshafts or CV Joints.
- Any seized units.
- Any units with cracked or split housing or components.
- Any gas bottles not originally supplied by Melksham Motor Spares.

You will be informed if a returned unit is unacceptable for credit and it will returned to you.

### **Old core rejection**

- All old core credits are made in goodwill from Melksham Motor Spares, old core units can be rejected by a supplier at a later date. In the event of a retrospective rejection of the core or part core value from our supplier, Melksham Motor Spares reserve the right to pass on the rejected value to the customer. This amount will be re invoiced giving clear details of rejection.

### **Old Core exceptions**

- Engine and gearbox surcharge credits will be raised when Melksham Motor Spares has received the old core credit value from the supplier.

We reserve the right to amend our Old Core Return Policy without any prior notice.

### **Statutory Rights**

- The customer's statutory rights remain unaffected.