



RETURN POLICY

1. To return parts, you must have the original purchase invoice and packaging, and the parts should be in a condition suitable for resale.
2. If you return unwanted and unused parts more than 7 working days after the invoice date, there may be a handling fee of up to 20% and the parts will be subject to inspection by Head Office Quality Control before acceptance. Parts returned after 30 days will not be accepted.
3. Parts that have been altered in any way (installed, disassembled, tampered with, stained with oil, primed, etc.) and are not in their original state as sold, including damage to the packaging or the lack of original packaging, will NOT be accepted for return.
4. Only warranty claims accompanied by an approved diagnostic report indicating the faulty state of the electrical part will be accepted for return. The diagnostic report must be provided by a reputable entity authorized to test the returned goods.
5. All parts come with a 12-month warranty against manufacturing defects. Claims for warranty will only be accepted if the part is returned within the designated warranty period and confirmed to be a Just Brakes & Clutch supplied part. A maximum processing timeframe of 14 working days will be followed for these claims.
6. Incomplete claim forms will not be processed. To ensure correct application, the completion of the claim form should include the VIN/Chassis and Engine numbers. For any electrical or ECU-related parts, a diagnostic report specifying the fault code must also be provided.
7. Any claim that is not approved will come with a technical report explaining the findings. If the report shows that there was a manufacturing defect, we will issue a credit or replace the defective part.
8. If the customer rejects the local report, they can request a specialist report from the manufacturer. Please note that this may prolong the time it takes to resolve the claim and could result in additional costs for the customer.
9. The alleged failed part(s) will not be immediately replaced. A credit or replacement will only be granted after the results of a technical inspection.
10. It is essential that customers understand the process for claim approvals and replacements. By following this systematic approach, we ensure that all claims are thoroughly evaluated and justified. This not only maintains the highest level of customer satisfaction but also protects the integrity of our products and services. We appreciate your patience and cooperation in adhering to these procedures.