

## **PARTS RETURN POLICY**

1. All parts originally supplied from New Zealand stock will be accepted for full credit for up to 30 days from the date of supply. After this time, parts may be accepted for return at Gough's sole discretion and a restocking fee will apply.
2. Parts which are normally stocked in NZ, but which were out of stock at the time of order and air-freighted into NZ, will be subject to the same return conditions as set out in clause 1.
3. Parts which are not normally stocked in NZ and which have been sourced either from overseas or specially sourced from a NZ supplier, and all oils and fluids, are not acceptable for return unless with Gough's express prior approval. Where return is approved, a restocking fee will apply.
4. Parts which have been incorrectly supplied as a result of an error by Gough staff will be accepted for full credit return up to 30 days from date of sale. After 30 days, such parts are not eligible for credit return unless with Gough's express prior approval. Where return is approved, a restocking fee will apply.
5. Parts airfreighted from overseas, at the customer's request, for a workshop repair may be subject to a restocking fee if not used. Our Service Manager will discuss this with the customer prior to ordering the parts.
6. The restocking fee in each case will range in value from 5% to 50% of the total return value depending on the age, stocked status, returnability and activity indicator of the parts. The fee value will be stated to you at the time return approval is given.
7. Freight costs and any insurance associated with the return of parts to Gough are the customer's responsibility.
8. To be eligible for payment of the return credit, a Remanufactured Core must:
  - a. be returned within 30 days of supply of the Reman Part; and
  - b. meet the prescribed core quality criteria; and
  - c. be fully assembled; and
  - d. where applicable, be packed in the original container. A surcharge may apply if the item has to be repacked for return to Caterpillar.
9. A copy of Gough's original invoice or packing sheet **MUST** accompany any parts returned for credit.

### **The following items are NOT RETURNABLE**

- Excluding Reman Cores, parts which are damaged or which have been removed from their original packaging, or appear to have been fitted or otherwise used.
- Parts which have been disassembled or which are rusty.
- Parts which are unidentifiable.
- Cut hose and 'made-to-order' hose assemblies.
- Subject to clause 1 above, any part which has been replaced or discontinued.
- Literature and software.
- Any parts line item with an extended value of less than NZ\$10.