



Goods Returns Procedure

Accompanying this Goods Returns Procedure, you will find a Goods Return Notes that requires completion in order to return items assumed to be faulty.

Before returning any items you must acquire a **Good Returns Note Number**, this will be issued by Direct Fit Ltd once the **Goods Returns Note has been correctly completed and emailed to :-** warranty@directfit.co.uk **Goods Returns Notes are available to download as a PDF on the web site**

New Items To Be Returned

You are required to complete **one** Goods Returns Note for **each** part number. If more than one item of the same Part No is to be returned this must be indicated on the Note. This can only be carried out for **new items never fitted**. Please make sure you tick the correct box and use the box titled Reason for Original Failure to explain the fault.

Used Items To be Returned

You need to complete **one** Goods Returns Note for **each** part number and all boxes must be completed. **Note - We will not accept multiple returns on one Goods Returns Note**

Additional Notes :-

- **All returns must have the GRN Sheet with the correct GRN nos attached with the item for return.**
- **Any items returned without the GRN or GRN sheet these items will be disposed of with no further investigation and no further action taken.**
- **All information boxes must be filled out correctly otherwise this could lead to rejection and no further action on the returned item.**
- **All relevant documentation must be attached with the Used Item such as History of Work carried out and the vehicles last full service.**
- **We might require further evidence of the work carried out on the vehicle to which the returned part was fitted.**
- **If it is a DPF being returned, this must have all paper work as the DPF does not control the Regeneration cycle and is there to collect particulate matter only. So before sending back for investigation please ensure that all checks have been carried out prior to installation.**
- **Items rejected will be disposed off within 7 working days of notification. If you request the return of a rejected item within the 7 workings days, the item will be shipped back and a surcharge for return delivery will be applied.**

For further information, please contact us on warranty@directfit.co.uk