

TERMS AND CONDITIONS

1) General

Title of goods remains with Merlin Diesel Systems Ltd until full & final settlement.

2) Returns Policy

Goods returned "no longer required" may be subject to handling charges. Goods returned after 21 days will not be accepted for credit.

Charges for normal stock items returned within 7 days of invoice:- no charge. Charges for normal stock items returned within 21 days of invoice:- 10%.

3) Special Order Items

Made to order parts for special orders will not be accepted for return, e.g no longer required.

4) Fuel Pumps and Injectors

All fuel pumps and Injectors returned "no longer required" will incur a handling charge. If the fuel pump/injector has been fitted to a vehicle, there will be a re-test charge applied (charge will vary depending on the product).

5) Warranty On Fuel Injection Pumps & Injectors

Exchange / outright fuel pumps/injectors:- 12 months from date of invoice. New fuel pumps/injectors:- 12 months from date of invoice. Repair jobs:- 6 months from date of invoice.

6) Important Notes

All warranty work is to be carried out by ourselves. If the seals are broken on the pump/injector the warranty will be invalid, unless you have prior permission from us in writing to do so. Fuel pumps/Injectors returned under warranty that are subsequently found to have no fault will incur re-test charges.

Please call our diesel workshop before returning fuel pumps and injectors. It may be possible we can help you fix the problem without returning the product to us. All pumps/injectors returned under warranty will be returned to you once the pump/injector is repaired. Please bear this in mind if you are fitting a replacement pump/injector. It is not possible for us to re-sell pumps/injectors that have been fitted to vehicles for several months & returned under warranty without fully reconditioning the pump/injector again, so therefore we do not issue credits for pumps/injectors returned under warranty, unless you have made previous arrangements with our workshop to do so. Warranty does not cover any ancillary charges such as removal & refitting / hire of vehicles etc. as we are unable to recover such charges from OE suppliers. By fitting the fuel pump/injector you agree to all the above terms & conditions of sale.

7) Reporting of short/non deliveries

All short/non deliveries must be reported to Merlin Diesel within 48 hours of receipt of goods.

CUSTOMER RETURN FORM

Customer Name: _____

Reason for Return

Test & Report = T/R	Warranty = WAR	Surcharge = SUR	No Longer Required = NLR	Incorrect Part = INC
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Any warranty returns must have a completed warranty returns form

DATE	PART NUMBER	QTY	INVOICE NO.	REASON FOR COLLECTION	CUSTOMER REF

Customer Signature: _____

Note* Goods are picked up unchecked and the customer will be informed of any discrepancies when checked at Merlin

IMPORTANT NOTICE

Please note that a copy of our **WARRANTY CLAIM FORM** can be downloaded from our website

www.merlindiesel.com

Located at the bottom of the homepage