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**Annexures:** None

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## Tractor and Grader Supplies Parts Return Policy

### Credit will be issued if:

- Goods returned are stocked items
- Buyouts are Authorised by Procurement Coordinator before return
- Item is accompanied by original or copy of invoice on which it was supplied

### Tractor and Grader Supplies will not accept Stock or Non-Stock Parts for return if the item is:

- Removed from a machine or engine or fitted and removed
- Incomplete, damaged or rusted
- Unidentified
- Removed from sealed packages
- Having an indication that protective caps plugs or covering were removed
- Discontinued from TGS or Suppliers active stock
- Not in saleable condition or in original packaging
- All electrical components and batteries (wiring harnesses and looms)
- Any literature- Parts catalogues and Manuals
- Buyout- Not authorised
- Damaged parts
- Made to order hoses
- Hoses that have been used or contaminated (i.e. missing plastic caps)
- Seals and O-Rings
- Open kits (gaskets, seals, O-rings, bearings, etc)
- Used/Installed parts
- Filters not in original packaging
- Glass

Goods correctly supplied will not be accepted back for credit after 14 working days of sale. Any goods accepted for credit will be subject to a 10 % handling charge.