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Annexures: None

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Tractor and Grader Supplies Parts Return Policy

Credit will be issued if:

- Goods returned is 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 7-working days of sale. Any goods accepted for credit will be subject to a 15% handling charge.