

EBS will accept goods back into stock subject to the contents of this policy document.

The company accepts that parts may need to be returned from time to time by a customer. The company supplies goods in perfect condition, with regard to the packaging that it is contained in and the condition of the part itself. EBS goods are of either Original manufacture or EBS branded and in all cases (with the exception of a remanufactured part) in BRAND NEW condition.

Brand New condition is:

1. Packaged and presentable
  - a. The packaging is undamaged and clean
  - b. The part is clean and free from any marks due to handling
2. Unused
  - a. Does not bear any marks indicating fitment
  - b. Does not contain any contaminant material

The returns process:

1. Goods returned within 28 days of invoice will be accepted for credit subject to (condition 7.). An invoice number must be supplied with the parts submitted. No other paperwork is required.
2. Without exception goods over 28 days from invoice must be submitted to the EBS returns department for approval prior to return.
3. If approved for return the EBS returns department will issue a Goods Return Number and notify any applicable charges.
4. On return the parts will be inspected to assess that they are in a brand new condition as defined above.
5. Parts that are suspected to be not of brand new condition "used / fitted" will be submitted to the EBS workshop for examination. Parts passing examination will be cleared for credit. Parts failing the examination will be returned to the customer and the no refund will be made.
6. Parts that are returned in damaged packaging, with missing items (including port plugs) and or show marks from being handled in an inappropriate manner will be subject to:
  - a. A standard handling charge of 10% (minimum charge £5).
  - b. If considerable rectification work has to be carried out a charge of 20%.
7. Parts returned within 28 days of order subject to the following conditions/exceptions:
  - a. Special order items (VOR) that are non stock ordered in for the customer are NON RETURNABLE (a note will be present on the invoice informing the customer).
  - b. A part defined as slow moving by EBS that the customer has prior warning of (a note will be present on the invoice in forming the customer) will only be returnable within 48 hrs from order.
8. Where a part has been returned and "free carriage" was applied to the invoice on which it was supplied, the value of the carriage will in all cases be deducted from the refund value.
9. Customers are responsible for all carriages incurred in the returns process unless agreed in writing (email) by EBS.