

## Credit Return Policy

### Qualifying for a Credit/Return

- The item/s must not have been used, fitted or modified.
- The packaging must be in its original state with no marks or damage.
- The packaging must not contain any security stickers and or shop pricing labels.
- Items cannot be returned after 90 days from the date of invoice.
- Items cannot be returned because the latest packing is required.
- Items cannot be returned as the customer has changed their mind or not picked up the goods.
- Specials/Package deals/specially procured non stock lines/made to order items such as wheels/spokes/specially drilled rims) **cannot be returned or credited.**
- Goods not in re-saleable condition will not be credited.

### Returning Process

When returning any stock to JTR the following documentation must accompany the return:

- Copy of the original invoice
- Completed credit return form (containing an authorisation number)

Should the above mentioned documentation not accompany the stock, no return will be processed until JTR is in receipt of the required paperwork.

### Freight

All freight charges are to be paid by the dealer returning goods.

### Other Information

JTR Sales Representatives **will no longer take stock items back for credit**, items must be sent directly to JTR.

Items returned between 30-90 days from the date of invoice will be subject to minimum restocking fee of 20%.

If any of the above criteria has been compromised then the goods will be refused credit and returned to the customer with freight charged.

Items that have been received into our warehouse should not be seen as an obligation by JTR to issue a credit.

Credits can not be used and or deducted from set account payments.

If you have any questions regarding the abovementioned policy please contact our office.