



Document ID:	Applicable Area:	Version:	Valid as of:	Author:	Release:	 <small>A JUNGHEINRICH COMPANY</small>
CP33	NTP Forklifts Australia	1.0	12/06/2018	ASM	01	
<b>RETURNING POLICY – Parts</b>						

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1. Claims in respect of Spare Parts, Attachments and Components ..... 2

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## 1. Claims in respect of Spare Parts, Attachments and Components

NTP Forklifts acknowledges that there are some circumstances where customers are entitled to receive a full refund for goods that breach a statutory condition.


Our customers are entitled to receive a full refund when they cancel (or rescind) their contract of sale with the seller (NTP).

The right under the act to cancel a contract and get a refund is generally limited to a reasonable time after receiving the goods and prior to the goods being used. At NTP Forklifts the return period is 30 days from receipt of goods. These goods must be in a resalable condition and must be in their original packaging. Final determination will be subject to:

1. All credits are subject to prior approval;
2. Goods returned within 30 days will incur a 25% restocking fee;
3. After 30 days no credit shall be provided;
4. Goods must be returned in original packaging and undamaged;
5. A copy of the original invoice must accompany goods;
6. Freight charges are not eligible for credit;
7. Goods returned shall be at the sender's risk;
8. Title of goods does not pass until full payment is received;
9. Attachments: Should the item listed herein be installed or fitted to a pre-existing telescopic handler, it is the customer's sole responsibility and duty of care to ensure the unit having the attachment fitted, complies thereafter with Australian Standard ASA1418.19.

Any parts that have been manufactured or made to order upon the direct request from a customer are non-returnable and will be marked accordingly. Other items that are non-returnable are as per the table below:

Imported from outside Australia	Removed from a machine or engine
Incomplete, weathered, or damaged	Unidentified
Removed from sealed packages	Discontinued
Having an indication that protective caps plugs or coverings were removed	Non-Stock Glass
Made to Order parts by NTP Forklifts	Damaged parts
Made to order hoses	V-belts
Seals and O-Rings	Open Kits (gaskets, seals, o-rings, bearings etc)
Paint, chemicals, shop supplies etc	Oil-open container
Wiring harness	Used/Installed parts
Bolts, screws, nuts and washers	Electrical parts
Major Electrical Components used or installed (ie. starters, solenoids, alternators etc)	Electronics (ie. ECM, controller, monitor, etc) installed components

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Opened filters (ie. seal on package has been broken)	Glass
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Further,

- All parts will be subject to inspection;
- Any special circumstances will be dealt with on an individual basis with the Aftersales Department;
- Freight Charges will not be refunded unless NTP Forklifts Australia is at fault;
- Items found not acceptable for return will be held for a period of 10 days to allow for customer disposition;
- NTP Forklifts Australia assumes no responsibility for rejected parts beyond 10 days;
- This parts return policy does not pertain to warranty claims or parts ordered in error by NTP Forklifts Australia.

In any case, NTP Forklifts Australia reserves the right to cancel or alter any portion of this policy without prior notice.