

TERMS AND CONDITIONS

1) General

- a. Title of goods remains with Merlin Diesel Systems Ltd until full & final settlement.

2) Returns Policy

- a. Goods returned "no longer required" may be subject to handling charges.
- b. Goods returned after 21 days will not be accepted for credit.
- c. Charges for normal stock items returned within 7 days of invoice:- no charge
- d. Charges for normal stock items returned within 21 days of invoice:- 10%

3) Special Order Items

- a. If our supplier will accept the goods back, we will pass on the suppliers handling charges, plus an additional 5%. (i.e. If our supplier charges us a 10% handling charge, we will charge you a 15% handling charge)
- b. If our supplier will not accept the part back for credit, then we can only return the goods to you.
- c. The above charges will be charged at all times unless prior arrangements have been made. If you have spoken to someone regarding returned goods then please put that persons name on the paperwork & details of what was agreed.

4) Fuel Pumps

- a. All fuel pumps returned "no longer required" will incur a £100.00 handling charge.

5) Warranty On Fuel Injection Pumps

- a. Exchange / outright fuel pumps:- 12 months from date of invoice.
- b. New fuel pumps:- 12 months from date of invoice.
- c. Repair jobs:- 6 months from date of invoice

6) Important Notes

- a. All warranty work is to be carried out by ourselves.
- b. If the seals are broken on the pump the warranty will be invalid, unless you have prior permission from us in writing to do so.
- c. Fuel pumps returned under warranty that are subsequently found to have no fault will incur re-test charges of between £75.00 - £150.00, depending on the type of pump.
- d. Please call our diesel workshop before returning fuel pumps, it may be possible we can help you fix the problem without returning the fuel pump to us.
- e. All pumps returned under warranty will be returned to you once the pump is repaired. Please bear this in mind if you are fitting a replacement pump, it is not possible for us to re-sell pumps that have been fitted to vehicles for several months & returned under warranty without fully reconditioning the pump again, so therefore we do not issue credits for pumps returned under warranty, unless you have made previous arrangements with our workshop to do so.
- f. Warranty does not cover any ancillary charges such as removal & refitting / hire of vehicles etc. as we are unable to recover such charges from Bosch or Delphi.
- g. By fitting this fuel pump you agree to all the above terms & conditions of sale.