

THANK YOU FOR PLACING YOUR ORDER WITH



As a valued customer we wish to make sure that you are completely satisfied with our service and the goods you have received. You can help us maintain our high standards by advising us immediately of any problem or query relating to the enclosed order. We ask you to spend a few moments reading the following important points:

The goods you have received should be correct (Quantity, type, colour, etc..) and undamaged. If, for any reason, you are not totally satisfied please contact us as soon as possible stating your invoice number.

IF YOU ARE IN ANY DOUBT, PLEASE CONTACT US NOW TO CONFIRM SUITABILITY

Many of the products within our range have been specifically developed for professional use in motorsport. The fitting of some parts may necessitate the modification and/or replacement of other original equipment components. Some products are supplied with technical specification and fitting instructions, but it is most important that the person or company carrying out the work should read such information and be competent and knowledgeable in the task they are undertaking. It is therefore the responsibility of the fitter to make sure that the right parts are fitting, they are correctly assembled and that any necessary modifications are carried out to ensure trouble free performance. WE ACCEPT NO RESPONSIBILITY for damage caused either to or by our products because of incorrect or inappropriate fitment.

Finally, we must stress the importance of using a QUALIFIED Engineer/workshop/technician to carry out any work which entails the fitting of safety related components such as brakes, steering, suspension, etc. All such parts supplied by us are always of the highest quality and integrity, but their performance and safety could be severely compromised if fitted by an unqualified person.

NEVER PLACE YOUR LIFE OR THE LIVES OF OTHER ROAD USERS AT RISK

REMEMBER – IF IN DOUBT, CONTACT FOR ADVICE



087 265 7285



071 837 9783



info@boxergroup.co.za

N.B. For all returns please follow the procedure opposite

HOW TO RETURN ITEMS

At Boxer Group we understand that occasionally you may wish to return something and when this happens, we want to assure you of our full help and co-operation. To enable us to process your returns/warranty quickly and efficiently we ask you carry out the following procedures

1) Please provide details of the item(s) you wish return:

Account Number:	Order Date:
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Name:	Order Number:
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Part Name	Refund or credit Note?	Reason code	Notes

REASON CODES

1 Faulty	2 Damaged	3 Incorrectly supplied
4 Not as expected	5 No longer required	6 Ordered incorrectly

2) Carefully repack the goods and return together with:

- a) This completed form or email
- b) The invoice and delivery note (Digital).

Important: Excepting warranty claims, all returned goods must be unused (i.e Not fitted, no evidence if marks, scratches, or oil stains) and in their original undamaged packaging. We reserve the right to charge or repackaging where necessary We also receive the right to refuse a refund for any parts returned in an unsuitable condition. Such parts will be return to the customer at their own expense. Items accepted for refund after 14 days of receipt will be subjected to a minimum 20% handling charge. The following items cannot be returned for a refund: Special orders (non-stock items or custom ordered items) and electrical items