Guidance for returning products

We work hard with our supply partners to ensure you are satisfied with the quality and integrity of our products at all times but just occasionally there may be quality issues where products are faulty, defective or out of specification.

In such cases it is important that you inform either sales support, your area sales manager or the quality assurance department as soon as possible. On agreement that the goods can be returned to us, they should be clearly marked for the attention of QA and returned promptly with the driver or area sales manager.

You will be issued with a collection note documenting the return. Subject to verification, sales support will then issue you with a credit note for the value of the goods and our quality assurance department will reply to you formally upon investigating the complaint with the manufacturer.