



## **G&M RETURNS PROCEDURE AND POLICY WARRANTY TERMS & CONDITIONS**

### **Procedures for the return of all products**

If you wish to return product to G&M Radiator, you must follow the procedure below to ensure that your return is dealt with as quickly and as efficiently as possible.

Firstly, contact G&M by either telephone on the Sales line 0141 550 5800 – option 1,  
by fax on 0141 550 5850  
or by e-mail to [returns@gm-radiator.com](mailto:returns@gm-radiator.com)

We will require, as a minimum, the following details:

- G&M Part Number
- Date of supply
- Original invoice or sales order number
- Reason for return (Note: If product is damaged in transit this must be advised within 24 hours of receipt)
- Highlight where failure is on product, photographic evidence if possible, how long on vehicle, etc.

After checking the details of the products you wish to return, you will be contacted by our Returns Department who will give you a sales return number (SR), only for the products we agree to accept for return and inspection.

This SR reference must be attached to the product and all supporting documentation.

Please put as much information on the returns note as possible.

Please use the supplied forms when returning suspected warranty parts as this will help greatly with our analysis and testing.

***Any additional items returned without an SR reference will be sent back at the customer's expense.***

We will then arrange a carrier to uplift the product(s) at the earliest practical opportunity.

Please advise at this point the number of parcels to be collected.

When returning items, please make sure that the product is adequately packaged with the original packaging or additional packaging where possible.

Damage sustained due to poor packaging will result in a reduced credit value or in extreme cases credit refused altogether.

You must keep a note of the carrier collection number, date and number of parcels. This is required for proof of return.

Please report to the sales desk at G&M if goods haven't been collected within 5 working days of initial contact.

## **Warranty**

Any decision regarding warranty on product supplied by G&M will be made only after inspection by G&M. Any replacement product sent by G&M will be charged in full pending our inspection. Please remember that under the terms of our Standard Conditions of Sale, G&M will either repair or replace product that is deemed to be faulty under the terms of our warranty. Our warranty does not cover any subsequent costs in connection with mounting/dismounting –such as wages, loss of profit, delivery costs, accommodation, carrier cost, etc.

***G&M Radiators will not accept responsibility for customers giving free replacements before we have inspected suspected warranty product. Customers giving free replacement do so at their own risk.***

## **Warranty- Tube to Header Leaks**

Where the customer encounters a tube to header leak we will ask them to fix it, if the customer cannot fix it we will arrange for the product to be uplifted and returned to G&M Radiators where we will fix the tube to header leak and send the product back to the customer. If a customer wishes to order a replacement they must do so at their own discretion as we will not offer a credit for a product with a tube to header leak.

## **Warranty- Tube Leaks**

In the highly unlikely event of failure in service due to tube leaks we will need to have the following information at hand.

- What environment the product is operating within
- How long it has been in service.

In order for us to analyse the effected tube failure, we would need to cut out the tube to send it away for analysis to our tube supplier. Only when we receive the report from our tube supplier will we make a decision on a credit. If the customer orders a replacement, they must do so at their own discretion as G&M Radiators cannot be held responsible for any failures out with manufacturing faults (electrolysis, corrosive agents etc)

## **No Longer Required Product**

All products returned will be subject to inspection and acceptance for reuse and will incur a minimum handling charge of 15% with a minimum of £10 fee applicable.

15% of invoice value if returned within month.

25% of invoice value if returned between one month & three months.

50% of invoice value if returned between three months & twelve months.

All products supplied three months ago or longer will only be accepted for return by special arrangement and if accepted could incur a handling charge of 50% or more.

In addition all carriage costs for NLR product will be charged to the customer.

## **Non Stock Items**

Through these changing times the demand for a range of manufactured product has decreased significantly so much so that we no longer stock these items, so many listed part numbers are now classed as “Non-Stock” In simple terms this means that we manufacture to order, but we will not accept them as returns if they were ordered incorrectly or no longer required.

Whilst we will make every effort to point this out at the time of order and print it on the delivery notes and invoices, we would ask all our customers to consider carefully the part number they are asking us to manufacture and what is involved. It should be assumed that if the soldered or PTR core you are ordering is from an old or obscure vehicle, there is a very good chance it’s a “Non Stock” part and so will be made to order. This also means that once we have started to cut material, change press tools and commit resources and manpower to manufacture on the day promised we cannot accept a cancelation of the order. Please keep this in mind before committing to the order, and if you have any doubt, check with one of our sales contacts or our on-line catalogue.

## **Aluminium products**

The aluminium returns procedure is subject to the same returns policy / warranty terms and conditions as other products specified in this policy.

## **Customer welding tanks onto G&M aluminium core**

Every G&M aluminium core is tested before despatch. Any failures after the core has been externally welded by the customer will not be accepted back for credit, as we cannot guarantee welding out-with the control of G&M Radiator.

We also cannot be held responsible to freeze up, improper water treatment, improper cleaning, fluid chemistry exceeding G&M Radiators recommendations, clogging and debris, fouling, corrosion, vibration, thermal shock, over-pressurisation, compressor failure, system contamination, loss of protective Alocrom coating (where applied) and any other operating or system condition which may cause product failure.

## **Specials (777, 555 numbers) and non stock listed part number**

Where possible the details of specials must now be faxed or emailed to confirm the sizes and dimensions of the product required.

G&M sales staff will always repeat the sizes and dimensions twice to the customer as part of the order process. Once these have been confirmed we shall accept this as confirmation and the customer is responsible for the specification of the product ordered.

As these products are custom made to order they cannot be returned to stock. It is therefore vitally important that the customer double checks the specification with Sales before ordering.

G&M will not accept responsibility for these goods being supplied incorrectly if the product is consistent with the specification ordered by the customer.

A purchase order number is required to confirm the order.

## **Warranty Serial Numbers**

All G&M product have a serial numbers attached for ease of traceability whilst in service  
Any tags, badges or stickers removed by the customer will make any future warranty claim 'null and void' regardless of fault, please ensure these are kept on the product at all times.

## **Carriage Fees**

Current return collection rates.

- 1 box £10.00
- 2 boxes £14.50
- 3 boxes £19.00

## **Delivery**

G&M Radiators cannot be held responsible for any delays in delivery or failure to perform hereunder where such delays of failures result from:

- Causes beyond the reasonable control of G&M Radiators
- Acts of God (adverse weather, etc)
- Inability of G&M Radiator to obtain materials, labour, parts or components
- Lost in transit by carrier

In the event of any delay G&M Radiators shall notify the customer to advise of new delivery date.  
Any customers sending back any product caused by carrier failure must notify G&M Radiators within 24 hours of receiving product in order to obtain a credit note.

## **Damaged In Transit**

All damaged in transit product must be reported to G&M Sales within **24 hours of receipt**.  
We have a very limited time period in which we can attempt to claim any compensation from carriers

## **Postal Service**

Our mailing service is processed at the local post office by 4.30pm therefore any goods to be sent by post have to be ordered before 3pm.  
Unfortunately we cannot offer a postal service from our main distribution warehouse in Newton Mearns.

## **Sundries**

Please check with sales catalogues & website to ensure that you are ordering the correct items. Due to the small value of many sundry items and the fact that they carry a nominal mark up it is not viable to process credits for these parts. Please do not send any sundries back for credit as you will be liable for any carrier / postage charge for the return of these items.

## **Collect Customers**

All collect customers must follow these procedures and obtain a SR reference for any goods returned to G&M.