

# TTC Returns Policy



TRUCK & TRAILER COMPONENTS

TTC Head Office:  
Unipart House  
Garsington Road  
Cowley  
Oxford  
OX4 2PG

TTC Sales: 01865 383999  
TTC Technical: 01865 384777  
Email: [ttc@unipart.co.uk](mailto:ttc@unipart.co.uk)

TTC Distribution Centre:  
Gresty Road  
Crewe  
Cheshire  
CW2 6EH



# **TTC Returns Procedure 2008**

## **General Returns**

**Please contact TTC Customer Services - Tel: 01865 383999, Fax: 0800 371677**

If you wish to return goods purchased from TTC within the last 5 working days please contact our Customer Services team quoting the relevant advice note number, part number and quantity of the goods you wish to return and the reason for the return. This must be done within **5 working days** of receipt of the goods.

TTC's Customer Services will then issue you with a returns authority number and will fax to you a Returns Authorisation Note. This **MUST** be included with the goods when returned to TTC or we reserve the right to reject the returned goods and cancel the credit note. If you need your own returns number quoted on any credit note then this must be notified to TTC Customer Services when initially requesting the returns authority.

- If goods are being returned because of damage in transit, TTC Warehouse errors or TTC Customer Services errors, then TTC will issue the returns authority and arrange for our carrier to collect the goods from your premises at our cost. The credit for any returned items will be released once the goods have been received back at our Crewe warehouse in a re-saleable condition. In the event of the returned goods being lost in transit you must be able to provide proof of collection by the approved TTC carrier. Failure to do so will result in the credit not being released.
- For any other returns where TTC has correctly supplied the parts ordered by you then TTC will levy a 15% handling charge, which will be deducted from the credit value of the parts to be returned. TTC will then issue a returns authority as above and the credit note will be released once the goods have been correctly received by our warehouse in a re-saleable condition. In the event of any dispute, please be aware that you will be required to provide a proof of collection by our carrier:  
Alternatively, once you have had the return authorised as above you can use your own transport / carrier for the return of the goods and there will be no handling charge levied. In the event of any query or dispute you must be able to provide proof of delivery into the TTC Crewe warehouse by your own transport / carrier, as without this the credit may not be released.

## **Non-returnable items**

TTC reserves the right to refuse returns / credits of certain product lines where there is a safety critical element or where additional transportation could cause damage. These products include:

- Brake Drums
- Mirror Heads and Mirror Lenses
- Bulbs, Lamps and Lenses
- Tubing – Nylon, Rubber, KuniFer and Exhaust
- Fire Extinguishers and First Aid Kits
- Mudwings
- TFR, Degreasing, Janitorial / Surface Cleaners and Hand Care products
- Obsolete or overstocked products
- Non-stock or special order items (see below for further detail)

## **Warranty and Non-stock DFS orders**

**Please contact TTC Technical - Tel: 01865 384777, Fax: 0800 371677**

If you need to return a product to TTC that has failed in service during its warranty period, the initial point of contact is TTC Technical.

TTC Technical will then issue you with a Warranty Returns Number and will fax to you a Warranty form. This **MUST** be completed and included with the goods when returned to TTC or we reserve the right to reject the returned goods and cancel the warranty claim. If you need your own warranty returns number quoted on any subsequent credit note then this must be notified to TTC Technical when initially requesting the returns authority.

Non-Stock Items / Technical / DFS orders are generally non-returnable, however certain suppliers will at their discretion accept goods back that have been supplied via TTC Technical. Invariably they will levy a handling charge which will be payable by you. Any returns enquiries for these orders must be addressed to TTC Technical in the first instance.