

## Terms & Conditions of Purchased Parts

### **Short Shipment:**

Any claims on short shipped parts must be made direct to Brown Industries within 10 days of purchase.

### **Warranty:**

Brown Industries guarantees the goods and services we sell are of acceptable quality, match the description or part number requested, are fit for their intended purpose & will have any manufacturer warranties honoured.

If a part or service we sell fails to meet a guarantee, we will provide a 'remedy' and attempt to put right the fault, deficiency, or failure.

All parts must be fitted by a qualified & licenced Motorcycle Mechanic. Warranty will be voided if fitted by an "enthusiast" or "backyard mechanic".

### **Returns:**

As per Australian Competition & Consumer Commission we are not required to give refunds, credits or exchanges under the following conditions:

1. When no proof of purchase is provided (original invoice)
2. When the fault or damage to the goods was caused by the customer
3. When the customer knew about the defect before purchase
4. When the customer has simply changed their mind or made an incorrect selection - In some instances, as an act of goodwill we may accept the item back for credit – A 20% restocking fee will apply where the goods are returned within 21 days - Returned goods must be resale - able as new. Damaged or Opened packaging will not be accepted

\* Returned goods will not be accepted where the time frame exceeds 21 days.

\* No returns will be accepted without an authorised Return Goods Authority (RGA) attach

\* Prices are subject to change without notice