



ROSS PERFORMANCE PARTS WARRANTY & RETURNS POLICY

Thank you for purchasing Ross Performance Parts product. Our products are designed and manufactured in a precision environment, to ensure the best function we recommend installation by a qualified and experienced mechanic.

Proof of purchase must be supplied for all returns / warranty claims.

Incorrect Supply of Goods

Claims made for short, or incorrect supply, of goods, must be made within 5 business days of receipt of goods. Deliveries to third parties should be checked by the purchaser and recipient.

Change of Mind

Any goods being returned due to 'change of mind' must be returned within 10 business days of receipt of goods. Ross Performance Parts is not required by law to accept 'change of mind' returns. Ross Performance Parts reserves the right to levy a restock fee of not less than 15% of the invoice value. Returned goods must be in original packaging and in 'as new'/saleable condition, or the full purchase price will be incurred by the purchaser. If Ross Performance Parts deems the returned item saleable, then the value of the product, minus expenses, will be given as store credit.

Faulty/Major Defect

In accordance with Australian Consumer Law we will offer a replacement, or refund, when an item is faulty, or demonstrates a major defect which is unable to be repaired. Ross Performance Parts reserves the right to repair an item wherever possible before a replacement or refund is offered.

If goods are to be returned to Ross Performance Parts for credit, or warranty claim assessment, please contact us on +61 2 6059 7705 or email sales@rossperformanceparts.com to obtain a Returned Goods Authorisation (RGA) form.

Any damage incurred during transportation is not the concern of Ross Performance Parts.

ADDITIONAL TERMS

Ross Performance Parts warrants the original purchaser only. The warranty is void if the product has been machined, damaged, or modified in any way from its original specifications. This warranty covers the manufacturing process only.

Ross Performance Parts will not be liable for any costs incurred to remove or refit a part in order to affect its return for warranty assessment, irrespective of whether the goods constitute a valid warranty claim.

If goods have been returned to Ross Performance Parts on the basis of being faulty, yet following inspection Ross Performance Parts finds that no fault exists or the fault is not attributable to Ross Performance Parts (including due to neglect or misuse by the customer), then the customer will be liable for the full price for any replacement goods supplied to it (if applicable) and for any freight costs to affect the return of the goods (or replacement goods, as the case may be) to the customer.

Due to the nature of high-performance applications of Ross Performance Parts products all items are sold without any express or implied warranty for fitness or suitability to a particular purpose. Customers must make their own assessment of product suitability for their specific application.

Under no circumstances will Ross Performance Parts be liable for any special, incidental, or consequential damages, including but not limited to, damage to property, cost of purchased or replacement goods, or loss of revenue, which may arise and/or result from the installation or use of Ross Performance Parts products.

Ross Performance Parts products should be installed by a qualified and experienced mechanic.

The installation of Ross Performance Parts products may adversely affect the vehicle manufacturer's warranty coverage.

Ross Performance Parts products are designed for performance use only. All horsepower (hp) ratings are guidelines only.

Damper Specific Warranty Information:

Ross Performance Parts warrants the bonding (adhesion) of the damper ring to the assembly of the damper for life. Warranty is void if the damper has been machined, damaged, or modified in any way from its original specifications. Please note, this covers the manufacturing and adhesion process only, not the rubber compound. Torn rubber is considered "End of Use" not a failure. More information on "End of Use" can be found on our website (rossperformanceparts.com).

Ross Performance Parts use a natural rubber compound in all our high-performance harmonic dampers. Under optimal conditions the effective service life is a maximum of five years. In a racing application it is understood that this is significantly decreased and therefore it is recommended that the harmonic damper be inspected in conjunction with every routine engine rebuild, and potentially replaced every season. Inspection can be undertaken by Ross Performance Parts if required.

#RossPerformanceParts #SendItWithConfidence

RETURNING PRODUCT TO ROSS PERFORMANCE PARTS

1. Contact Ross Performance Parts, via phone **+61 2 6059 7705** or via email **sales@rossperformanceparts.com**, to obtain a Returned Goods Authorisation (RGA) form.
2. Complete RGA form and return it via email to Ross Performance Parts.
3. Safely pack all product included in the claim in the original packaging.
4. Pack a printed version of your RGA form and a copy of your proof of purchase in with the product.
5. Address as follows:

*Ross Performance Parts
Attn: Returns /Warranties
RGA: (Enter your Returns Goods number)
2/5 Moloney Drive
Wodonga VIC 3690
AUSTRALIA*

Returns check list:

- Proof of Purchase.
- Completed Returned Goods Authorisation (RGA) Form.
- Prepaid freight.
- Product in 'As new'/saleable condition