

General Information

By placing an order with Sunspares Parts Plus & Sunshine Coast 4WD Wreckers directly or via this website you are agreeing all terms & conditions. Please do not place an order for parts unless you agree with these terms & conditions in their entirety.

Parts:

- All parts are used/second-hand parts unless otherwise specified.

Parts Orders:

- Please choose your parts carefully and read the additional information provided for each part listed. Additional information is available by clicking on the link in each item's photo.
- It is your responsibility to make sure that the part you intend to purchase is suitable for your needs and/or application. If you are unsure please contact us before you make your purchase.

Customer Details:

- Please ensure that the delivery address, contact details and e-mail address you provide to us are correct. Incorrect contact details supplied by you can result in delays in processing your order. Sunspares Parts Plus & Sunshine Coast 4WD Wreckers accepts no responsibility or liability for parts delivered to an incorrect address where that address was provided by you the customer.
- Items being sent via courier cannot be delivered to a PO Box so please provide a street address.
- We will send your parts ASAP but cannot control delays by freight companies.

Payment:

- Payments can be made by Credit card or Bank Transfer or cash/eftpos on pick up of parts.
- When using Ebay the PayPal limit is \$500. For orders over \$500 you will be sent an e-mail request for payment via Bank Transfer. The PayPal limit is subject to change without prior notice.
- A quote order will be issued via e-mail. Please use this quote number with all correspondence.
- Please use your quote/invoice number as the reference with all Bank Transfers. Failure to do so will result in the delayed processing of your order.
- Payments made with a PayPal account are usually processed within 1 business day however payments made by credit card or deposit via PayPal or deposit directly into our account may experience a delay until payment has been confirmed.
- All orders will be held until clear payment has been received.

Product Availability:

- Whilst every effort will be made to ensure that all products offered for sale on the Sunspares Parts Plus & Sunshine Coast 4WD Wreckers website are available, Sunspares Parts Plus & Sunshine Coast 4WD Wreckers cannot guarantee the availability of these products and reserves the right, without liability or prior notice, to revise, discontinue, or cease to make available any or all products or to cancel any order.

Postage & Freight:

- We will not freight any panel unless it is on the purchaser's account. Any damage to panel during the freighting process will be the purchaser's liability.
- Sunspares Parts Plus & Sunshine Coast 4WD Wreckers uses third party courier companies to deliver parts to our customers. Whilst we will endeavour to dispatch all ordered parts within a timely manner, we cannot guarantee delivery times or accept responsibility for delays as we do not own or operate these courier companies.
- For customers outside of Australia, we will accept parts orders from outside of Australia but will only freight parts on an Australian based freight company.

Returns:

- We do not accept returns except where prior agreement has been reached.
- Returns can be subject to a re-stocking fee of 20% per item with a minimum re-stocking fee of \$50 per invoice plus all freight charges.
- Electrical items may incur a \$75.00 retest fee.
- Warranty: All parts are covered by warranty except parts sold as being 'Damaged', 'Defective', 'For Repair' or 'For Parts Only'. The length of warranty for items purchased will be specified on the purchase invoice.

Silver Warranty: 3 months parts only warranty

Gold Warranty: 6 months parts and labour warranty (Additional fees apply)

Platinum Warranty: 12 months parts & labour warranty (Additional fees apply)

- In the event that no warranty has been specified the warranty will default to 30 days parts only warranty except parts or assemblies sold as being 'Damaged', 'Defective', 'For Repair' or 'For Parts Only' which have no warranty.
- 'Damaged' or 'Defective' parts or assemblies sold for the purpose of dismantling, repair or refurbishment are sold as is and are not covered by any warranty and are not returnable.
- Warranty claims cannot exceed the original purchase price of the item.
- Sunspares Parts Plus & Sunshine Coast 4WD Wreckers will not be responsible for any consequential loss or damage, loss of income, or demurrage/downtime because of the defect or failure of the part sold.
- The decision to repair, replace or refund the purchase cost is the sole decision of Sunspares Parts Plus & Sunshine Coast 4WD Wreckers
- Parts cannot be returned for warranty without Sunspares Parts Plus & Sunshine Coast 4WD Wreckers prior consent.

- Authorisation is required for all warranty repairs. Repairs carried out without the consent of Sunspares Parts Plus & Sunshine Coast 4WD Wreckers will void all warranty. Claims for the costs of unauthorised repairs will be rejected.
- Installation/fitting costs are not covered by warranty unless specified.
- Sunspares Parts Plus & Sunshine Coast 4WD Wreckers will not recognise any warranty claim where any failure or defect is caused by any of the following:
 - i) Insufficient or incorrect oil and/or lubricants/coolants
 - ii) Overheating and or heat tab missing
 - iii) Misuse, abuse, overloading, accidents, negligence or modified vehicles
 - iv) Failure to carry out proper maintenance
 - v) Unauthorised repairs, alterations or dismantling
 - vi) Improper application or installation
- All warranty is void if the part is used for, or fitted to a vehicle, used for race, trial or competition use.
- All warranty is void if the part is used in any manner other than the purpose that the manufacturer intended.

Account Customers:

- All parts remain the property of Sunspares Parts Plus & Sunshine Coast 4WD Wreckers until full payment has been received.
- Our banking details are printed on the bottom of each invoice.
- Overdue accounts may result in the customer's account being suspended or even cancelled.
- If a delivery charge is indicated on the invoice the customer accepts that charge.
- The customer agrees to pay all expenses, including legal fees, incurred by Sunspares Parts Plus & Sunshine Coast 4WD Wreckers in the recovery of monies owed by the customer to Sunspares Parts Plus.

These terms and conditions are subject to change without prior notice.

This warranty is given in addition to and notwithstanding any rights the consumer may have under State or Commonwealth law.