

# How to Initiate a Parts Return

To raise Parts return Request, Please contact our Toll Free Number 1800 419 3356 ( Not applicable for Mining Machinery Parts )

## Day To Return

### **Returnable Parts** ( R )

Within **7 days** from the date of Invoice

### **Non-Returnable Parts** ( NR )

No return

(Check for parts category at the time of purchase)

## When Return Time Start

From Date of invoice ( i.e. date the part was sold to the customer )

## Shipping Cost Refund Policy

Shipping and Packaging forwarding charges are not Refundable. All Parts return Shipping charges are to be paid by the Customer

## Condition of Parts

All parts must be accompanied by the original **Gainwell** supplied document.

All Parts returned are subject to inspection by Gainwell employees before acceptance and must be identified as re - sellable and returnable to manufacturer.

All Parts must be returned in the unopened original OEM packaging.

## Exclusion

Any parts not mentioned above.

## Return Processing Time

Parts helpdesk will revert back to Parts return Request within 48 Working hours.

After we receive the returned Parts, please allow minimum 15 working days to process the refund amount.