

RA LAND ROVERS

RETURNS AND PARTS WARRANTY POLICY

Our policy lasts 14 days. To ensure accurate returns processing, we do not take incoming calls, please make all returns requests and communications by email.

Returning Faulty Goods / Warranty Claim

Goods that are thought to be faulty within the manufacturer's warranty period (usually 12 or 24 months, 3 years on selected Bearmach parts) will be returned to the manufacturer for testing if required prior to issuing a refund. Where a fault is obvious and at our discretion, we will send a replacement part as soon as we receive confirmation of the warranty claim approval. All parts returned are passed on to the relevant manufacturer when required and it is with these manufacturers that the final decision lies. This may be a lengthy process and if a replacement is urgent, we will ask you to pay for another item until the inspection procedure is completed. Upon confirmation of defect, this cost will be refunded with return delivery charge.

RA Land Rovers Ltd is in no way liable for any consequential loss. Both RA Land Rovers Ltd and the manufacturers of supplied products only give warranty to items sold, any further damage or labour charges incurred will not be covered by our guarantee.

Our own parts and kits are subject to our own limited warranty and the individual components manufacturer's warranty - further information is available on the last page of the document.

Parts must be returned to us for a warranty claim to proceed.

For warranty claims the following details will be required:

- VIN/Chassis number
- Date Fitted
- Mileage Fitted
- Date Failed
- Mileage Failed
- Photos of issue

We will be entitled to void any warranty that we give you if the vehicle is used for anything other than normal purposes (unless we explicitly tell you otherwise). This includes:

- Participating in racing or other competitions of any kind;
- Participating in off road events, speed testing or time trials;
- Use of the Vehicle in a way which exceeds its design limitations (exceeding maximum towing weight, for example);
- Use of the Vehicle in a way which does not conform with Manufacturer's recommendations;
or
- Failure to service or otherwise maintain the Vehicle in accordance with the Manufacturer's recommendations, failure to maintain an MOT to prove roadworthiness

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Unwanted Normally Stocked Items

Sales made in person or on-premise do not carry any right to refund where an item is simply unwanted or incorrectly ordered by the consumer. We may at our discretion offer a refund or exchange where a genuine mistake has been made.

Sales made online are covered by the Distance Selling Regulations/eBay policies (depending on platform used) and as such items can be returned within 14 days.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Reporting Wrong or Missing Items

Parts and packaging are checked on arrival to our stores, and it is rare for items that you have ordered to be missing or wrong. If you discover a discrepancy, then please contact us immediately.

Refunds

To return your product, you should contact us with your order number at returns@ralandrovers.co.uk to arrange a return. To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 working days.

There are certain situations where only partial refunds are granted at our discretion:

- * Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- * Any item that is returned more than 14 days after delivery/handover.

Restocking Fee

A restocking fee of 10% may be applied to unwanted normally stocked items returned.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at returns@ralandrovers.co.uk.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. Returns can also be made in person.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Late or missing refunds

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If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund, please contact us at returns@ralandrovers.co.uk.

End of line and Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded unless faulty, damaged, or missing parts.

Special Order and Genuine Parts

Non stocked Genuine Land Rover parts ordered in from JLR are sold for Trade use only on the understanding that they cannot be returned unless they are faulty, damaged, or missing parts.

All other non-stock items that are ordered specially cannot be returned unless they are faulty, damaged, or missing parts – except for online orders, within 14 days.

All items of these types MUST be unused in original, undamaged packaging as supplied.

A restocking fee of 25% may be applied to unwanted items as described in this paragraph where eligible for return.

Specific Item Notes

Coloured Bolt Kits

The coating on these fixings is exempt from any warranty from ourselves unless damaged at the time of supply and package opening – once fitted (or attempted to be fitted) the warranty is void. The coloured bolt kits must be fitted correctly and with care. To install these fixings, you must use the correct size 6-sided socket or open ended spanner, or the correct size of Allen key. It is very important they are installed to the correct torque and not overtightened. To clean the bolts, use soapy water and a soft non-abrasive cloth, avoiding acidic, corrosive, or abrasive products. Under no circumstances should impact wrenches or powered ratchets be used to wind in or tighten the fixings.

HD Manifold Stud Kits

The **studs, nuts and spacers** in these kits are exempt from any warranty from ourselves unless damaged at the time of supply and package opening – once fitted (or attempted to be fitted) the warranty is void. The studs must be installed correctly, and the nuts torqued to the specified rating. We cannot warranty the package once the engine has been run as incorrect fitting and/or aggressive driving styles with inadequate warm up/cool down time may damage the strength of the studs.

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The gaskets and seals if supplied are covered by their individual manufacturers standard warranty.

Remaps & Tuning

Tuning work carried out by us is via custom written maps for your vehicle by our selected tuning company, which are then installed and set up/tweaked by us. Due to the nature of tuning vehicles and the increased power/stress on components, vehicles should be presented in good health and serviced to Manufacturers specifications. Road tests will need to be carried out to gather live data and set up/tweak the map, so the vehicle must be insured, taxed and have valid MOT certificate.

Vehicles that do not have road worthiness must be brought back to complete set-up (i.e boost pressure) unless otherwise agreed to conduct the work elsewhere off highway.

Once the process is complete, and satisfactory road testing is done with you present, you must make us aware of any issues you feel are present in the tune, for example flat spots or power surging before leaving the premises so this is noted and can be rectified.

Any software fault that occurs with the map/tune itself is covered by a 6 month warranty. If a map is wiped by a dealer, it can be restored free of charge to the same ECU. Vehicles must be kept serviced and maintained to or beyond the Manufacturers specifications – i.e more frequent servicing for highly tuned vehicles.

Secondary faults that occur after the vehicle has been handed over to you are often irrelevant/indirect to the map software itself and may be only discovered by the increased stress of components under higher load/power. Pre-existing minor faults/worn components may suddenly fail. As such, we will not, at any time, cover (this is not an exhaustive list) under any form of warranty/repair -

- Driveshafts/Drive Flanges
- Gearboxes/Transfer Boxes
- Clutches/Clutch Packs
- Differentials
- Head Gaskets
- Cylinder Heads
- Exhaust Manifolds
- Turbochargers
- Engine Blocks
- Internal Engine Components
- Intercoolers and Pipework
- ECUs

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