

RETURNS

This returns policy relates to items purchased from Vitesse Global LTD on vitesse-ltd.com.

All returns must be pre-authorized with a return authorisation (RA) number. An RA number can be obtained by emailing us at sales@vitesse-ltd.com. Returned products without this information will be subject to delay and possible return to sender.

We inspect all returns. Only once we receive and inspect returned products can an exchange or credit can be issued. Defective items can be exchanged subject to warranty.

14-day Statutory Right of Return

All goods sold by Mail Order are covered by the Consumer Contracts Regulations, which allow for a fourteen-day cooling-off period during which you may cancel your order (in writing) by sending us a letter, fax or e-mail at any time up to and including the fourteenth working day after the day on which you received your purchase. If you exercise your statutory right to cancel you must immediately return to us (at your own cost), the item(s) that you do not wish to keep. Return carriage charges are non-refundable. We will acknowledge receipt of your written cancellation by issuing you with a returns authorisation which should be quoted when returning the products.

Please ensure all goods are adequately packed to avoid damage, that you insure them accordingly with the carrier used and obtain proof of shipment. Please note that all goods must be in the condition supplied at the point of sale and with their original, undamaged packaging. Returns of items special ordered by Vitesse Global, on behalf of the customers are not allowed.

Returns Outside of the Statutory 14-day Window

Vitesse Global customers also benefit from a discretionary extended return policy, within which returns may be considered for up to 28 days from purchase. Please note that this is entirely up to the discretion of Vitesse Global LTD and is subject to the following criteria.

A returns authorisation number must be applied for within the 28 day period. Where goods have been correctly supplied, it may be possible to offset the full value of the return against another order of the same or higher value. Alternatively, a credit note (for the full value) could be offered. Please note that any cash refund will be subject to a handling charge (typically 15% min £5) to cover administration and restocking costs. Return carriage charges are non-refundable.

All goods returned for a credit or exchange must be accompanied by clear mention of a return authorisation number. Goods must be adequately packed to avoid damage. You should insure them accordingly with the carrier and obtain proof of shipment. No responsibility can be accepted for goods received by us, damaged. Goods must be in the condition supplied at the point of sale and with their original, undamaged packaging. Returns of items special ordered by Vitesse Global, on behalf of the customers are not allowed.

Returns of Parts Not Required – Outside 28 days

No returns will be considered after 28 days unless covered by the terms and conditions of our Warranty.

Returns of 'Kits'

Where a kit has been supplied (either pre-packaged or as discounted items individually listed on our invoice), then the whole kit must be returned for credit or exchange (as per conditions listed above). No refund will be offered for the return of a partial kit.

Returns of Exchange 'Old Units'

There is no specific time limit for the return of exchange old units except for Genuine Land Rover parts, where old core must be returned within 80 days. Please contact us prior to returning the old unit for a return authorisation number. This speeds up the process of returning the surcharge refund.

Please note that old core must be complete and serviceable and drained of fluids where applicable. We reserve the right to retain all or part of the surcharge if the unit is irreparable, damaged or not identical to the type supplied.

Old core parts should NOT be disassembled for inspection purposes.

The core parts returned MUST be the same as the original part supplied and MUST be returned in the packaging used for the supply of the original part, AND must be safely fixed/fastened in that packaging – failure to comply may result in a charge being levied for any resulting or consequential costs incurred.

Returned core parts should NOT be cleaned by abrasive methods such as sandblasting or glass beading. If such cleaning methods have been used and damage has occurred the return core will be rejected and no credit will be issued.

Faulty or defective goods:

All goods manufactured by Vitesse are covered by a 12 month, unlimited mileage, parts only, return to base warranty.

Goods not of Vitesse's manufacture but supplied by Vitesse will be covered by the Manufacturer's Terms and Conditions. Vitesse will endeavour to obtain benefit of any associated warranty for the customer.

You are free to return defective goods under a warranty claim for the full warranty period after delivery. We must be notified of the failure urgently and receive the part within 14 days of failure. You will be asked to complete our warranty return form in full, including vehicle details, to ensure that we have a complete explanation of the problem. If the item is found to be faulty, you will have the option of a free replacement or repayment of cost and return delivery charge.

Please note that the warranty given by both Vitesse Global LTD and the manufacturers of our products will only cover the value of the item. Labour charges and other costs are not included.

All warranty issues must be reported before any action is taken and any action and incurred costs to be agreed in advance. Failure to do so may result in any claim being declined.

Other Returns

Other returns will be dealt with in accordance with your statutory rights, if applicable, or our warranty.