

Noordeman Diesel Part Warranty and Return Policy

Please choose your products carefully, as we do not refund parts, unless they are compromised in some way, or are faulty or unless otherwise stated. We do not exchange parts due to change of mind.

Returns are only available for orders that contain supplied parts, that are wholly or partially defective in appearance, incorrectly packaged or sent in error, by fault of Noordeman Diesel, or the goods fail to operate in accordance to parts specification or duration period. Parts must be returned in undamaged packaging and parts must be new with no marks or dirt.

Noordeman Diesel will not accept returns back for credit or warranty for parts which have been incorrectly fitted or modified away from the manufacturer's specifications.

Should you have to return an order, please contact Noordeman Diesel within 7 days of the date of receipt of receiving your order, by emailing sales@noordeman.com.au or call us on 08 9350 6566 to discuss.

Noordeman Diesel will resupply your replacement order promptly or any part thereof, with freight charge being waived, upon receipt of the returned original goods, where error is by the fault of Noordeman Diesel or part is obviously defective/faulty from manufacturer/supplier.

Warranty returns which are considered to be faulty in appearance or performance by the Customer, are subject to inspection by Noordeman Diesel and will be forwarded to the manufacturer/supplier to apply for a full warranty.

If an immediate replacement part is required, Noordeman Diesel will dispatch a replacement part, plus freight costs will need to be paid by the Customer in full, until the warranty claim is processed by our manufacturer/supplier.

When the manufacturer/supplier authorises the replacement part or agrees to the warranty claim, Noordeman Diesel will arrange for a full refund, for the original part purchase price, to either the Customer's credit card or bank account, as per original payment method. The Customer will be contact directly by telephone/email to inform them of the refund.

To assist us with your warranty/return claim, please complete the following:

Company Name:		Contact Name:
Phone:	Email:	
Address:		
Invoice #	Invoice Date:	Order Received Date:
Engine Details:		Date of Failure:
KM Since Fitting:	More Information:	

Upon receipt of this information, Noordeman Diesel will contact you with the preferred method for delivery of returned parts, if the item cannot be returned by post.

Noordeman Diesel reserves the right to cancel, at any time before delivery and for whatever reason, an order that has been previously accepted. Noordeman Diesel may do this for, but without limitation, where;

- Noordeman Diesel's suppliers are unable to supply goods that they have previously promised to supply;
- An event beyond Noordeman Diesel's control, such as storm, fire, flood, earthquake, terrorism, power failure, war, strike or failure of computer systems, means that
- Noordeman Diesel is unable to supply the Goods within a reasonable time;
- Goods ordered were subject to an error on the website, for example, in relation to a description, price or image, which was not discovered prior to the order being accepted.