

# NATIONAL PARTS POLICY BULLETIN

Date: 01 April 2023

No. 004

Valid from **01 April 2023**

Subject **Parts returns**

## Parts credits standard conditions to the customer

- Parts must be returned to CPL within 10 days of delivery.
- The buyer bears all costs of return freight.
- The goods must be in new, saleable condition in the manufacturers or CPL's original packaging, unsoiled and undamaged.
- Procured/air-freighted/specially indented goods are not returnable.
- The return goods can be subject to a handling fee of 15% of the net price of the goods.