

Returns

All goods that need to be returned for whatever reason need to be accompanied by a **Goods Return Number** obtained by calling All Trailers Spares (Australia) Pty Ltd. Failure to obtain this number will greatly impede or disable the processing of your return.

Claims and Returns Policy

Claims and Returns

- 7.1 All goods supplied to the customer are covered by such warranty as is specified by the manufacturer (if any). It is the responsibility of the customer to satisfy themselves that the goods supplied are of a description, quality and character ordered, and suitable for the purpose they were required.
- 7.2 Subject to clause 2.2 herein, ATS shall not be liable for any loss or damage whatsoever and however arising whether direct or indirect or consequential or in respect of any claim whenever and however made for any loss or damage, deterioration, deficiency or other fault or harm in the goods provided by or on behalf of or in any arrangement with ATS or occasioned to the customer or any third party or to his or their property or interest and whether or not due to the negligence of ATS, its servants or agents.
- 7.3 As soon as any of the facts or matters which form any part of any claim or complaint whatsoever become known to the customer, the customer shall within seven (7) days notify ATS in writing of the same.
- 7.4 ATS shall not be liable in any circumstances for any:
 - (a) defects or damages caused in whole or in part by misuse, abuse, neglect, improper application repair or alteration (other than by ATS) or accident.
 - (b) any transport installation removal, labour or other costs;
 - (c) details in goods not manufactured by it, but ATS will endeavour to pass on to the customer the benefit of any claim made by ATS and accepted by the customer and the benefit of any claim made by ATS and accepted by the manufacturer of such goods under a warranty given by the manufacturer of such goods provided that nothing contained in this subparagraph shall limit the rights of the customer to proceed against ATS pursuant to the Trade Practices Act; and
 - (d) technical advice or assistance given or rendered by it to the customer or not in connection with the manufacture construction or supply of goods for or to the customer.