



GOLDWAGEN®

Return Policy

1. Returned parts must be accompanied with the original purchase invoice.
2. Unwanted, unused parts supplied correctly will have a 10% handling fee if returned within 5 days of invoice and is subjected to Head Office Quality Control inspection before acceptance.
3. Special orders (including Insurance claims) will not be accepted for a return as these parts are specifically ordered according to the customer's specific requirement.
4. All parts have a 12 month warranty. Claims will be dealt with if the part is in the warranty period and a Goldwagen supplied part.
5. Parts that are defaced (Installed, Disassembled, Tampered with, Primed or modified) and not in its original state as sold, including any damage to the packaging or the lack of the original packaging, will not be accepted as a return.
6. No claim will be dealt with if the required claim form is not completed in full. Chassis and Engine numbers are required to confirm correct fitment.
7. All claims will be dealt with within 14 days. This is in line with the CPA Tribunal's findings on the return of goods for inspection.
8. The alleged failed part will not be replaced immediately. A credit or a replacement will be granted pending the outcome of the inspection.
9. All claims not approved will be accompanied by a technical report.
10. Contact 012 748 3800 for VW, Audi, Toyota, Nissan and Renault.
Contact 012 661 4661 for BMW, Opel, Mercedes, Mini, Chevrolet, Ford, Mazda and other brands