

Return Policy

1. Returned parts must be accompanied with the original purchase invoice and original packaging, in a resaleable condition.
2. Unwanted, unused parts returned after 7 working days of the invoice date may incur up to a 20% handling fee and might be subjected to Head Office Quality Control inspection before acceptance. Parts returned after 30 days will not be accepted for return.
3. Parts that have been defaced (installed, disassembled, tampered with, oil-stained, primed, or otherwise modified) and are therefore not in their original state as sold, including any damage to the packaging or lack of original packaging will NOT be accepted for return.
4. Special orders will not be accepted for a return as these parts are specifically ordered according to the customer's specific requirements.
5. There will be no return on electrical parts other than a warranty claim that is accompanied by the required diagnostic report indicating the part is faulty and which report is supplied by an entity with acceptable credentials and approved to conduct testing on the goods being returned.
6. All parts have a 12-month warranty against manufacturing defects. Claims will be accepted if the part is returned within the warranty period and confirmed to be a Goldwagen-supplied part. Claims will be processed within 14 working days.
7. No claim will be processed if the required claim form is not completed in full. VIN/Chassis and Engine numbers are required to confirm correct application. Any electrical or ECU-related parts must be accompanied by a diagnostic report stipulating the fault code.
8. A claim not approved will be accompanied by a technical report outlining the findings. If the outcome of a report indicate that it was a manufacturing defect, a credit will be issued, or the defective part will be replaced.
9. If the local report is rejected by the customer a specialist report from the manufacturer can be obtained. Note that this can lengthen the turn-a-round time on a claim and may incur additional cost to the customer.
10. The alleged failed part(s) will not be replaced immediately. A credit or a replacement will be granted after the outcome of a technical inspection has been received and final approval by the relevant Goldwagen Manager.
11. Please take note of the Terms & Conditions of the sale at the back of your invoice. This notice should be read in conjunction with Section 49(4) of the Consumer Protection Act (CPA)