TERMS AND CONDITION

**Terms of sale**

**General**

A J AUTO SPARES LTD

A Company registered in England and Wales, Registered Number ***13472966***

Our Company address is:

7 Cunliffe court

Clayton business part

Clayton

**BB5 5JG**

By accessing and using our website/ other breaker or part finder websites to purchase goods / place an order you are agreeing to be bound by our terms and conditions detailed below.

**Warranty Period**

* All our used parts are supplied with a minimum 30 Days guarantee (unless otherwise stated) which starts from the day of receiving the goods.
* All of our new or refurbished parts are covered with a 12 months warranty period, (unless otherwise stated)
* Our warranty covers the part only and does not cover damage caused by misuse, improper fitting, neglect, accident or continued use or parts applied to vehicles which have been modified, adapted or altered.
* Installation must be performed by a certified and qualified professional mechanic.
* Proof of professional installation may be required for warranty claims.
* We will not reimburse any labour costs / charges involved with fitting, removal and / or changing of parts supplied by the company, under any circumstances.
* Warranty covers replacement of the part, if we cannot provide a replacement the part must be returned, and we will reimburse the cost of the part in full.
* In order to make a warranty claim you must provide evidence of the fault, by video/photos/ fault codes.
* The warranty over covers the replacement of the first part, underlying issues can cause other parts to become defective. Therefore the second replacement part has no warranty or guarantees.

**Parts compatibility**

* In our product description we will list as much relevant part information and the vehicle details from which the part was removed from. The best way to ensure you are buying the correct part is to match the picture and given part numbers (if provided). If you are unsure please contact us or alternatively consult your mechanic / fitter for advice.

When it comes to parts there can be a lot of variations due to upgrades, part revisions by manufacturer’s, different specification, face lifts etc.
By following the above you can save a lot of time

**RETURNS**

**RETURNS THAT HAVE EXCEEDED THE RETURN TIME FRAME WILL NOT BE ACCEPTED**

Our sole aim is to provide quality used car parts. There may be a time that a part needs to be returned to us.

In the unlikely event you are not completely satisfied we offer a hassle free return’s policy.

You can cancel the contract for your order within 7 working days starting from the day after you receive your order. Simply contact us and return the ordered item(s) unused within the timeframe for a refund.

Return postage charges are non-refundable unless your order was faulty or we sent the wrong part.

We will refund only once the ordered item(s) have been returned and examined. All our items are security marked.

Items purchased must be returned unused and intact.

**Faulty damaged Item(s)**

* In the unlikely event a part turns out to be faulty we will issue a refund once the part has been returned to us and examined.
Any faults arising on parts we have supplied will be exchanged. If no exchange replacement is available we will process and issue a refund within 48 hours, the time taken for the funds to clear in to your account is out of our control and is dictated by the bank and the card issuing company.
* Our warranty covers the part only, A J AUTO SPARES LTD will not reimburse any labour costs / charges involved with fitting, removal and / or changing of parts supplied by the company, under any circumstances.
* Any parts supplied by us which are modified or altered by the buyers in any way will not be covered by our guarantee and returns of such items will be considered at our discretion.

We try our very best to include as much images and clear description of the part along with all visibly part numbers, it is your responsibility to ensure the part you are buying is compatible for your car and all details and part numbers have been confirmed.
We always strongly recommend that all parts supplied are to be fitted by trained and qualified automotive technicians and mechanics. No liability can be accepted for malfunction, damage or injury caused by inappropriate fitting.

* Please return items to:
Returns, A J AUTO SPARES LTD 7 CUNLIFFE COURT CLAYTON BB55JG

**Return postage**

* Once the goods have been dispatched the delivery price is non-refundable unless the item is found to be faulty or a mistake made on our side and the wrong part dispatched. Goods once signed for, are to be returned at the customer’s expense.
* If you are turning a non-faulty item, then the cost of returning the item is your responsibility.
* Please ensure you use a tracked service and a delivery service that insures you for the value of the goods.
* We cannot refund for items lost in post being returned to us.
* If the item is being returned due to the part(s) being faulty or the wrong part sent then we will cover the return postage costs. We will only refund the return postage costs if they are deemed to be reasonable for the item. Please always contact us first as we may be able to have the item collected from you at a lower cost.

**Refund time frame**

* Your refund is credited to the same card or payment method with which you made your original purchase. If for any reason this is not possible (e.g. card has now expired or has been lost) please call us to discuss alternatives.
* Refunds are processed within 48 hours of receiving the item(s) back.
* The time taken to credit your account with the refund amount is totally dependent on the card issuing company and the banks and is out of our control.
* We cannot accept returns if our security markings are no longer visible or if the part has been tampered or dismantled in any way or if the returns have been damaged due to incorrect fitment.

Please note: We are here to help, and in all cases our staff will do everything they can to ensure the returns process is completed in a hassle free manner and advise and guide you as much as they can

* Any faults arising on parts we have supplied will be exchanged. If no exchange replacement is available we will process and issue a refund within 48 hours, the time taken for the funds to clear in to your account is out of our control and is dictated by the bank and the card issuing company.
* A J AUTO SPARES will not reimburse any labour costs / charges involved with fitting, removal and / or changing of parts supplied by the company, under any circumstances.
* Any parts supplied by us which are modified or altered by the buyers in any way will not be covered by our guarantee and returns of such items will be considered at our discretion.
We always strongly recommend that all parts supplied are to be fitted by trained and qualified automotive technicians and mechanics. No liability can be accepted for malfunction, damage or injury caused by inappropriate fitting.

Delays in postage can occur, any thing lost in transit will be refunded or replaced after 7 days to allow time for the part to be located.

Turbo fitment and instructions

**PLEASE READ AND FOLLOW THESE INSTRUCTIONS**

Failure of successful operation of the turbocharger can be caused by external influences and not faulty turbocharger components. In particular residual engine carbon/sludge penetrating the turbocharger and damaging it.

**The following steps must be carried out to allow any warranty claim:**

**Upon receiving the used turbo you have ordered, please check for any signs of play and photograph the impellor to ensure there is no damage on delivery.**

• Before removing old turbocharger carry out two engine flushes using FLUSHING OIL not flushing additive. Change oil filter each time. **Note**: Condition of turbocharger and oil leakage needs to be assessed before this operation as not to cause excessive oil leakage allowing engine to run on own oil.
• Sump must be **removed** and cleaned.
• Check that engine has latest specification sump.
• Replace the dipstick if the vehicle is fitted with yellow plastic version. Latest spec. is white with orange grip.
• Oil strainer (pick up) **must be removed and replaced** due to residual carbon/sludge build-up.
• Oil pump should be **removed and checked**.
• Oil cooler and filter assembly should be **removed and cleaned**.
• Charge air cooler to be **removed, cleaned** thoroughly and any oil inside drained off.
• Brake vacuum pump to be **removed** and **checked** for debris/ carbon – **clean/replace** as necessary.
• Fuel injector gaskets to be **checked** as not burnt or compromised – **replace** as necessary.
• Replace injector flange nuts.
• Check valve cover breathers and pressure regulator valve in fume re circulation circuit. **Replace/clean** as required.
• Inlet and outlet hoses to be removed and checked for damage and debris.
• Oil drain pipe **checked** for blockage/restrictions, clean/replace as necessary.
• Exhaust system to be checked for contamination/blockage (Catalyst, DPF etc.).
• Turbocharger oil feed pipe & banjo bolts must be replaced.
• New oil filter and oil to be fitted.
• Oil flow must be checked:
– Fit turbocharger to engine leaving oil return pipe off.
– Install a longer oil return line and feed into suitable container.
– Start engine and idle for 60 seconds, then switch off engine.
– Measure volume of oil in container – 60 seconds of idle should produce at least 0.3 Litres of oil.
– Repeat test two or three times to confirm oil flow is correct.
– **During this test, do not allow engine to run below minimum oil level!**• Vehicles with DPF: carry out static regeneration according to manufacturer guidelines.
• Engine should be run for 20 to 30 minutes then the oil and filter must be changed and the filter in the banjo bolt removed.
• Engine oil and filter must be changed after one month of normal driving.
• Advise oil/filter are changed at 3000 mile/six monthly intervals.

**If you do not understand the procedures or have difficulty doing so, please call your local distributor for guidance.**

***WARNING****: To reduce the risk of premature turbocharger failure by residual carbon/sludge, you must ensure you follow the above procedure. You should NOT fit the turbocharger where you know, or have reason to believe, that the risk cannot be overcome due to the possible age of the application and/or lack of service history etc. In these circumstances you must decide how best to prepare the application in order to avoid damage to the turbocharger once fitted.*