



Refund and Return Policy

1. Please choose your products and transmission builds carefully, as we do not refund processed, started builds and dispatched orders.
2. Returns are only available for dispatched orders sent by the fault or error of Gilroys Race Transmissions. For orders where the customer has changed their mind, purchased the incorrect product, Gilroys Race Transmissions are not required to refund or accept a return on this item under any circumstances.
3. Should the need arise to enquire about a return a product or products (within the above parameters) please advise us by phone 0401 367 738 or email us at gilroysracetransmissions@gmail.com within 7 days of the date of final invoice payment of your order, or date received by customer. Gilroys Race Transmissions will resupply your order promptly or any part thereof freight free.
4. Warranty returns (transmission builds) which are in question of being faulty in performance by the customer are subject to our initial inspection and, if warranty is required (within our Warranty Terms and Conditions), parts will be fully replaced under a full warranty claim.
5. In the event of an approved or denied warranty claim we will contact the invoiced customer directly either via phone or email with details of the warranty claim.
6. For other products sold by Gilroys Race Transmissions -other than Gilroys Race Transmissions products- Warranty returns which are in question of being faulty in appearance or performance by the customer are subject to our initial inspection and will be forwarded on to our supplier for a full warranty claim, if applicable. Gilroys Race Transmissions will only work within the parameters of the third party supplier and will not provide an extended warranty. If an immediate substitute part is required, the replacement item plus freight costs will need to be purchased by the customer again until the warranty claim can be fully processed by our supplier.
7. To assist us with any warranty claims, please provide us with the following details: your full name and phone number, email address, product or transmission build details, invoice number, date of final invoice payment, and the reason for warranty claim. Upon receipt of this information we will contact the invoiced customer directly and will endeavour to sort out your warranty claim with high importance.
8. All shipping and freight costs for returned items are payable by the customer until a warranty claim is approved then freight costs will be reimbursed.
9. Gilroys Race Transmissions reserves the right to cancel, at any time before delivery and for whatever reason, an Order that it has previously accepted. Gilroys Race Transmissions may do this for example, but without limitation, where:
 - Gilroys Race Transmissions suppliers are unable to supply Goods that they have previously promised to supply;
 - An unforeseen event beyond Gilroys Race Transmissions control, such as storm, fire, flood, earthquake, terrorism, power failure, war, strike or failure of computer systems, means that Gilroys Race Transmissions is unable to supply the Goods within a reasonable time.
 - Abusive behaviour will not be tolerated and will result in a cancellation of any jobs started, warranty claims or parts order - with the customer forfeiting money paid.

Please don't hesitate to contact myself or Andrew regarding this if you have any questions regarding these terms.

Regards Andrew and Hannah

Gilroys Race Transmissions

*All warranties are subject to change without notice at Gilroys Race Transmissions discretion