



# Warranty & Stock Returns Process

*Your Easy Guide to Product Returns!*



*Your Expert in Parts*



## Returns Process

1. Log in at [www.hc-cargo.co.uk](http://www.hc-cargo.co.uk)
2. Go to the User Profile
3. Choose Returns Form & complete the form
4. Mark up your parcel(s) with the returns ID
5. Check your email for the claims confirmation. Print this out and put a copy inside each box
6. A member of our team will call you to arrange the return of your parcel(s)

## Don't Forget...

1. Max box weight 25kg\*
2. Max box size: Two sides at 80cm or a single side at 140cm\*
3. Must be packed securely
4. Do not pack stock and warranty returns together (they are processed at different locations)
5. Ensure your boxes are ready for collection on the agreed date
6. A freight charge applies to each stock return box. Warranty returns are free of charge.

\* Boxes exceeding these limits will be subject to a £50 surcharge per box.



Download the full returns guide ➔



## Stock Returns (90 Days)

Items that are no longer required can be returned for full credit\* for a period of up to 90 days from date on which they were invoiced. The item(s) must be unused and suitable for resale e.g. in the original undamaged sales packaging. Boxes, bags or labels that have been crushed, torn, written on or, are contaminated with dirt, oil etc. will be charged a re-packaging fee per item.

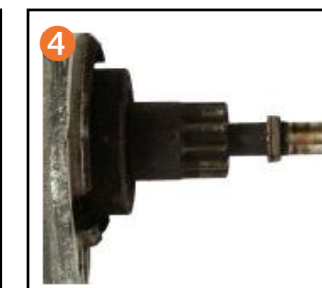


\* Certain items may not be eligible for stock returns subject to special terms and conditions at time of order e.g. outlet products or special orders.

## Warranty Returns (2 Years)

Claims can be returned within 24 months from date of invoice. The warranty offered is in accordance with our standard terms and conditions, the company's obligation is limited to repairing or replacing any item found to be defective. Items returned under warranty will be subject to inspection. Following inspection, defective items will be credited at the original invoice price. Consequential losses such as labour, parts, loss of earnings, recovery/hire costs etc., do not form part of the warranty.

Avoid rejected warranty claims. The following conditions will not be accepted:



1. Meshing Blue shaft, worn, broken teeth
2. Broken Housing/Armature Shaft Impact/pressure from ring gear
3. Contamination Water
4. Clutch Dust Pinion & housing



5. Unauthorised Intervention Item dismantled/repared
6. Contamination Sand/dirt etc
7. Contamination Oil
8. Oil from vac pump
9. HC-CARGO Sticker missing or obscured

## Rejections


If your return is rejected for any reason, you will be notified and the parts will be held for 10 working days to allow you to organise collection. Alternatively, we can return the parts to you (a carriage fee will apply) or dispose of the items at no extra cost.



## Contact Us

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Robert Bosch Limited incorporated in Scotland under company Number SC013418.  
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Process your returns easily online at

[www.hc-cargo.co.uk](http://www.hc-cargo.co.uk)

If you don't have web access yet, speak to our Customer Service team to get set up.

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