



HEAD OFFICE - Unit 2, 105 Broadway
Bassendean WA 6054
PO Box 3433
Bassendean WA 6942
Ph: 08 9377 0080
Fax: 08 9377 0399
ABN: 23094203620
ACN: 094203620

INDEPENDENT LANDROVER SPECIALIST

APPLICATION COD ACCOUNT

All sections **MUST** be completed in full

BUSINESS DETAILS	
Registered Business Name:	Date of Application:
Type of Business: Pty Ltd Partnership Sole Trader	No. of years with current owner:
Date of Commencement of Business:	A B N:
Trading Name:	Telephone No:
Postal Address:	Fax No:
Delivery Address:	email:
PROPRIETORS DETAIL	
Name: Address:	Phone: Fax: Email:
Name: Address:	Phone: Fax: Email:
Name: Address:	Phone: Fax: Email:
APPLICATION DETAILS	
Rovacraft Pty Ltd Branch Location WA NSW VIC SA	<div style="text-align: center; border-bottom: 1px solid black; padding-bottom: 2px;"> HEAD OFFICE USE ONLY </div> APPROVED: YES NO <hr/> APPROVED BY: _____ DATE _____ <hr/> E.COMM: YES NO <hr/> PASSWORD:



**HEAD OFFICE - Unit 2, 105 Broadway
 Bassendean WA 6054
 PO Box 3433
 Bassendean WA 6942
 Ph: 08 9377 0080
 Fax: 08 9377 0399
 ABN: 23094203620
 ACN: 094203620**

INDEPENDENT LANDROVER SPECIALIST

TERMS AND CONDITIONS

The customer acknowledges that D.R. Rovacraft Pty Ltd is supplying goods which have been manufactured by third parties. The customer shall be entitled to the benefit of any Manufacturer's Warranty in respect to such goods. Warranty of all goods sold is strictly limited to replacement of faulty parts and/or at the discretion of the manufacturer.

The customer acknowledges that D.R. Rovacraft Pty Ltd accepts on responsibility whatsoever for any manufacturer's warranty or claim howsoever arising from the use of these goods, whether singularly or in combination with other products.

RETURNS SUBJECT TO THE FOLLOWING CONDITIONS

- All goods returned must be authorised prior to return, by calling or emailing Rovacraft and acquiring a GRN (goods returns number).
- Goods returned without prior approval or GRN will not be processed.
- All parts returned must have the original or a copy of the invoice.
- Parts must not have been used or sealed packages opened as they will be deemed unsaleable.
- Parts must be in original packaging, unmarked and in a saleable condition.
- Goods returned after 14 days are subject to a 15% re-stocking charge.
- Parts returned that were correctly supplied will incur a 15% re-stocking charge.
- No credit after 28 days.
- No credit will be given on any part brought in or made to order.
- No credit will be given on workshop manuals, CD's or DVD's.
- No credit will be given on any part that has been fitted.
- No credit will be given on electrical items, Especially E.C.U's , B.E.C.M's and Control Units.
- Items short supplied or damaged must be notified in writing (Email or Fax) within 7 days of invoice.
- Goods returned without a GRN will be returned to the customer at the cost of the customer.
- Parts being returned are to be at the cost of the customer.

WARRANTY

New / genuine parts	12 months – 20,000 kms
New / non genuine parts	12 months – 10,000 kms
Recondition parts	6 months – 10,000 kms
Rebuilt second hand units	3 months – 5,000 kms
Second hand	30 days

All goods returned under warranty must be authorised prior to return, by calling Rovacraft head office - 08 93770080 or emailing info@rovacraft.com.au and acquiring a GRN (GOODS RETURNS NUMBER) and a warranty return form.

- Goods returned without prior approval will not be accepted.
- Warranty does not cover the incorrect fitting or misuse of parts.
- Parts fitted to motor sport or modified vehicles may invalidate the warranty.

- All warranty claims are limited to faulty parts only and do not cover labour costs, incidentals or consequential loss or damage.
- If parts sold on to a third party then proof of sale must be provided, eg copy of invoice.
- All warranty claims must provide licence number of mechanic or supervising mechanic.
- No warranty claim will be processed until parts are paid for in full.
- No warranty claim will be processed without a GRN or a warranty form and goods will be returned to the customer at cost to the customer.

ADVICE IN GOOD FAITH

We shall not be held liable for technical advice or assistance given in good faith but which we are not contractually bound to provide. It shall not be assumed that we are experts in areas outside the scope of the contract. Furthermore, we shall not be liable for any advice given in relation to any matter arising under the contract unless we give that advice in writing and confirm in writing that we are qualified to give that advice.

ROVACRAFT ONLINE WEB ORDERING SYSTEM

- D R Rovacraft Pty Ltd is not responsible for:
 - > Incorrect Parts ordering
 - > A third party gaining access to the customer's Account Code and Password

NOTE: To maintain system security, it is the customer's responsibility to inform Rovacraft if their password requires changing.