AD24 Parts Return Policy

As part of our plans to transform AD24 into the ultimate customer experience, we’ve been reviewing several of our key policies and procedures.

During this review, we have updated and clarified our parts return policy and the relevant returns process.

**AD24 Parts Return Policy**

* A return must be requested within 14 days of delivery for ‘No Longer Required’ or ‘Ordered in Error’ - a handling change of 20% will be applied.
* If a part(s) is/are damaged on delivery this must be notified to AD24 within 48 hours of delivery
* If lost part(s) is/are not reported within 14 days, then an RMA credit will not be authorised - 14 days of parts receipt.
* For any part(s) which are “made or sourced” to order then these can only be returned due to damage, loss, or failure. AD24 reserves the right to only approve credit after inspection of returned parts.
* AD24 Client Services will review and investigate all customer parts(s) return request

**AD24 Parts Return Customer Process**

* If you need to return a part to AD24 please call us on 0845 358 9988, selecting option 1
* An RMA number will be created by the team and an email copy send to you which will need to be sent back with the part(s), authorisation maybe required.
* Failure to return the part or paperwork will result in the RMA being closed and the credit rejected
* Parts(s) must be available for collection by AD24 within 14 days (failure to do so will result in the RMA being closed)
* Once the part has been received, we will inspect it in line with the RMA paperwork. If approved, the credit will be raised less any applicable administration costs.

**How a part(s) should be returned**

* All part(s) are to be packed and returned with the original packaging enclosed
* No hazardous waste or other contaminates to be on part(s) returns
* Part(s) must be in a re-sellable condition, new and unused
* All part(s) must be available for collection on an agreed date within 5 working days from the date of the authorised RMA.

We hope that this clarifies the process, and we want to ensure that we all work together to improve parts availability and reduce unnecessary freight and packaging costs across the industry.

We are committed to providing world-class service and ensuring that our customers have access to all parts as quickly as possible to ensure maximum vehicle uptime.

If you are unsure of the part you need, we are always here to help and support you either via calling 0845 358 9988 or using our online AD24 platform and live chat! So please feel free to contact us if you have any technical questions.