



ITR wants to make your buying experience hassle free. Please follow these easy steps to ensure that your return is handled efficiently & professionally.

Please contact our Head Office on 07 3807 9188 should your issue not be resolved to your satisfaction.

Full Credit will be issued if:

- Parts to be returned are pre-approved
- Parts to be returned are accompanied by an invoice or packing list
- Parts are returned within 30 days of purchase
- Parts were sold from ITR Stock
- Parts are in good order

Partial Credit will be issued under the following conditions:

- Parts returned after 30 days may attract a 10% stocking fee

The following parts are not returnable:

- Removed from a machine or engine
- Incomplete, weathered, or damaged
- Unidentified
- Removed from original sealed packages
- Having an indication that protective caps plugs, or coverings were removed
- Discontinued
- Not in a saleable condition or in original packaging
- Any electrical components

- Non-stock Glass
- Parts purchased more than 180 days ago
- Made to order parts
- Damaged Parts
- Made to order hoses - if possible, hose is returned to hose shop and fittings are reused
- Seals and O-Rings
- Open Kits (Gaskets, seals, O-rings, bearings, etc.)
- Batteries - if used or installed
- Oil - Open Container
- Wiring Harness
- Used / Installed Parts
- Major Electrical Components used or installed (i.e. starters, solenoids, alternators etc.)
- Minor Electrical Components (i.e. switches, wire connectors etc.)
- Electronics
- Opened Filters
- Glass

All Parts are subject to inspection. Any special circumstances will be dealt with on an individual basis with the relevant Branch Manager. Freight Charges will not be refunded unless ITR Pacific is at fault. Items not manufactured by ITR Pacific will be considered on an individual basis. Items found not acceptable for return will be held for a period of 10 days to allow for customer disposition. ITR assumes no responsibility for rejected parts beyond 10 days.

This parts return policy does not pertain to warranty claims or parts or delivered in error by ITR. In any case, ITR will approve items for return at its sole discretion and reserves the right to cancel or alter any portion of this policy without prior notice.

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