

GCE Hire Fleet Ltd – Parts & Attachments Returns Policy

Effective from: 30-JUN-2025

Applies to: All parts and attachments purchased direct from GCE Hire Fleet Ltd

1. Return Eligibility

We want you to be completely satisfied with your purchase. If for any reason you need to return an item, please ensure the following conditions are met:

- Items must be **unused, unfitted**, and in **original packaging**
- Returns must be made **within 14 days** of delivery
- Proof of purchase is required (invoice or delivery note)
- Special order or non-stock items may be **non-returnable** or subject to a restocking fee

2. How to Return an Item

To initiate a return, please contact our Parts Department:

Email: parts@gcehirefleet.com

Phone: 01733 202 969

Returns Address: GCE Hire Fleet Ltd, Parts Returns, 37 Aaron Road Industrial Estate, Whittlesey, PE7 2EX

Please include:

- Your name and company (if applicable)
- Order number and item details
- Reason for return

We will provide you with a **Returns Authorisation Number (RAN)** which must be included on the package.

3. Refunds & Credits

Once we receive and inspect the returned item(s), we will notify you of the outcome:

- If approved, a **refund or credit note** will be issued within **7 working days**
- Refunds are issued via the original payment method
- **Delivery charges** are non-refundable unless the item is defective or incorrectly supplied

4. Damaged or Incorrect Items

If your order arrives damaged or incorrect:

- Report this to us within **24 hours of delivery**
- Provide photos of damage or errors where possible
- We will arrange a replacement or refund at no additional cost

5. Exclusions

The following items are **not eligible** for return:

- Electrical components (unless faulty)
- Items that have been installed or used
- Custom-made or special order parts
- Oils, lubricants, filters (unless sealed and unused)

6. Restocking Fees

A **restocking fee of up to 20%** may apply to:

- Special order or non-stock items
- Returns requested after 14 days (if accepted)

7. Warranty Returns

Warranty claims should follow the manufacturer's process. Contact us with:

- Proof of purchase
- Description of the fault
- Serial number (if applicable)

We will assist in arranging assessment, repair, or replacement in accordance with warranty terms.

Thank you for choosing GCE Hire Fleet Ltd.

For any queries regarding parts or returns, please do not hesitate to get in touch.