



1319 Vermont Rt 128 • Westford, VT 05494 • USA

1-800-403-7591
www.roversnorth.com

FROM:

TO:

ROVERS NORTH INC.

THE SPECIALISTS IN LAND ROVERS • USA

1319 Vermont Route 128
Westford, Vermont 05494

(Fill out & use as shipping label)



When you order a part from Rovers North, you're buying more than a part, you're buying support from America's authorized Land Rover specialist. We hold a direct account with Land Rover Parts Ltd., so there is no middleman. That means our prices are competitive with the non-genuine after-market companies in the U.S.



Required for ALL Returns & Exchanges

**NO returns will be accepted
without a completed return form!**





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 You can call us toll-free at 1-800-403-7591

Return Policy

Should you have a question or problem with an order you have received, please call us immediately so we can send you the correct part as soon as possible. If you or Rovers North make a mistake, please call us immediately so we can send you the correct part as soon as possible. If it's our fault, we will pay the additional shipping.

Your problem, promising the least amount of inconvenience to you. To return a part to Rovers North, you must fill out this return and exchange form and include a copy of the invoice with the parts you are returning. **WE WILL NOT ACCEPT YOUR RETURN WITHOUT THIS INFORMATION.** Any part can be returned to Rovers North for any reason without prior authorization up to 30 days after an order is received, with no restocking fee, except Special Order Parts* ordered per customer request. Parts returned after 30 days are subject to a 20% restocking fee, after 90 days are subject to a 40% restocking fee, products returned after one year are subject to a 50% placed on account only - no exceptions. ***Special Order Parts are non-returnable unless defective. Depending on the item, a 50% deposit may be required when ordering.**

Wrong Part

If you or Rovers North make a mistake, please call us immediately so we can send you the correct part as soon as possible. If it's our fault, we will pay the additional shipping.

Defective Parts

All Parts and accessories sold by Rovers North are guaranteed to be free from defects for 12 months, unlimited mileage to the original purchaser. Defective parts are highly unlikely, but do occasionally happen. Just return the suspect part with a copy of the invoice and an explanation of the problem on this form. If defective upon inspection we will promptly send you a replacement at no charge. This guarantee is limited to the part we sold you and does not cover any labor or other parts associated with the defective part.

Damaged Shipments

All orders leave our warehouse in undamaged condition, packaged appropriately. Please inspect your order immediately upon receipt. Any damage claims should be made directly to the shipping company that delivered your order. Do not send the package back to Rovers North. Contact Rovers North only after the shipping company has been notified. If you are unable to contact the carrier please call us, and we will contact the carrier on your behalf.

Return Form

Name _____

Customer # _____

Daytime phone _____

(Above name on invoice)

ACTION REQUESTED

Credit on account

Refund check (COD & prepaid orders only)

Charge credit card #

Exp. _____

Credit to charge card

Exchange for other parts (Fill out form below)

COD

PARTS BEING RETURNED

Part #	Qty	Description	Invoice #	Return code (From above right)	Comments
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____

EXCHANGE FOR

1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____

Returning a Part

- 1) Fill out the form completely, listing the invoice number and date, part number, description and the reason for the part being returned (see box on the right). Please note that returns after 30 days will be subject to a restocking fee.
- 2) Enclose the return form in the package with the parts and return it by UPS or insured parcel post. Please pack parts well to avoid damage. We will not accept parts sent to us COD.
- 3) Refunds: Credit for returns will automatically be applied as credit on account at Rovers North, unless otherwise specified.
- 4) Exchange: If you want to exchange the returned parts for other ones, please use the order form below. Indicate how you want to pay for a balance due if any.

Return Code

- A) Wrong part ordered
- B) Wrong part sold
- C) Defective part
- D) Not needed
- E) Exchange
- F) Other (please explain)