

Return Policy - PartMasters

From here on, PartMasters (Pty) Ltd is referred to as 'PartMasters' and the individual or CC or Company who purchases or intend to purchase goods and services from PartMasters is referred to as 'Customer'. The terms and conditions set out in this document must be read and understood together with all its tables, schedules, addendum and appendices.

Prices and quotations

1. The price of the goods sold, or services rendered shall be the usual price set out in the PartMasters pricelist at the time of the sale of the goods.
2. PartMasters has the right to change the prices of the goods from time to time without prior notice to the customers.
3. All quotes remain valid for 7 days, and the validity of any price quoted is subject to stock availability.
4. Any quote may be changed at any time in the event of any increase in the cost price of the goods, including currency fluctuations.

Payment

1. Payment is due immediately upon collection of goods or before shipping save for credit approved customers, in which event payment is due according to the credit payment schedule authorised by PartMasters.
2. If any amount owed is not settled on the due date, PartMasters shall have the right to withhold goods from collection and to suspend deliveries of goods.

Orders

1. PartMasters will accept all written and oral orders. However, PartMasters will not be responsible for any errors or misunderstanding occasioned by customer's failure to make the order in writing.
2. Any order that is invoiced and ready for collection, and not collected within 7 days from the date of invoice will be automatically cancelled.

Collection

1. Customer or the person designated by the customer to collect goods from the premise of PartMasters must produce upon collection, our quotation number and/or sales order number and/or invoice number as reference. Upon the failure to do so, PartMasters reserve the right to withhold goods from collection.
2. The person doing the collection must inspect and examine the goods thoroughly, and he/she is required to sign on the copies of invoice to acknowledge that goods are received in good order. PartMasters will not be held responsible for any subsequent damage done to the goods and/or packaging containing said goods once it leaves the premises of PartMasters.

Return Goods

1. All goods return must be in its original packaging, not damaged in any way, with warranty seal intact and in a working and resalable condition. For laptop screens returned by customer intended for credit, they must be in their original condition. i.e. with all plastic protectors in place; free of rusts, tape residue, scratches and finger marks on all surfaces; mounting brackets/plates and external circuit boards must be in their original position and not bent in any way.
2. No goods returned after 7 days from date of departure from PartMasters' premise will be accepted.
3. PartMasters is entitled to charge a handling fee of up to 20% (twenty percent) on the invoice of the goods returned or of cancelled order.
4. No shipping fee and delivery cost will be credited or refunded.
5. All shipping fee and delivery cost spend on the returning of goods shall be the responsibility of the customer.
6. PartMasters reserve the right to reject any goods return without providing reason of refusal.

Warranty

1. All warranty periods are calculated from the date of our invoice.
2. Items received from customers exhibiting any of the following conditions are NOT eligible for warranty:
 - a. Serial number labels removed, damaged or defaced.
 - b. Warranty seal broken or tampered with.
 - c. Any damage to the item:
 - i. Caused by negligence or not following instructions in the user manual
 - ii. Broken or dented casing or any other signs of physical abuse or misuse
 - iii. User induced damages to the internal components of item as the result of tampering or modification
 - iv. Acts of God such as lightning damage, flood, storms, etc.
 - v. Liquid damage
 - vi. Insect infestation
 - d. In the case of laptop battery failing to charge or dead completely as a result of over discharging.
3. Please refer to the table below which outlines warranty periods on the different product categories:

Laptop AC adaptor	6 months
Laptop battery	6 months
Laptop DC jack	No warranty
Laptop Screen cable	No warranty
Laptop LCD panel	6 months
Laptop keyboard	6 months (* please refer to point 6 below)
Laptop memory	6 months
Laptop Hard drives	6 months

4. All faulty goods returned under warranty will be, either exchanged for a replacement unit, or repaired to a working and saleable condition. Under no circumstances such returned item will be credited.
5. All screens sold by PartMasters do not carry any form of warranty. However, PartMasters, entirely at its discretion, may offer certain assistance, or provide credit for screen under the following circumstances:
 - a. For screen not displaying properly when fitted into host laptop, customer may request PartMasters to copy firmware from original faulty screen onto purchased screen provided that customer can return the original faulty screen with on-screen circuit board and internal firmware intact.
 - b. Following from 'paragraph a', if the subsequently modified firmware still does not make the screen work in a satisfactory manner on host laptop, or in some case in which the firmware cannot be copied for whatever reason, customer may return the screen for full credit provided the returned screen satisfy the condition as set out under the 'Return Goods' section.
 - c. Unless specified otherwise, all screens sold by PartMasters are A+ grade, which means all screens are free of dead pixels or colour pixel. If any screen is found to have dead pixel or colour pixel immediately upon receiving of screen, customer can return the screen for full credit provided the returned screen satisfy the condition as set out under the 'Return Goods' section.
 - d. For any grades other than A+ grade screens sold by PartMasters, the possible number of dead pixel and colour pixel is set out in screen grade schedule. Therefore, if the number of dead pixels and colour pixels found on any specific lot of screens fall within the range as specified in the screen grade schedule, the screens are in good order. If the number of dead pixel or colour pixel of screens in a given lot is found not in compliance with the screen grade schedule, customer must inform PartMasters immediately, and as remedy PartMasters is only liable to swap the individual faulty screen with new working unit of matching grade.
 - e. For screen that are not compatible with host laptop for hardware differences or any other unknown reason, customer can return the screen for full credit provided the returned screen satisfy the condition as set out under the 'Return Goods' section.

PartMasters will endeavour to keep an accurate and up-to-date screen compatibility list to ensure compatible screens are sold to customer. But since all existing compatibility information are not complete and certain batch of screens are not compatible with certain laptops when they are manufactured. The customer hereby excludes PartMasters from any

liability incurred from loss of profit, time delay or inconvenience suffered by himself and his clients because of receiving an incompatible screen.

6. Customer is responsible for returning the item in the condition it is received and bare the cost of shipping to PartMasters' office premise for warranty claim.

Delivery

1. PartMasters may from time to time change our designated courier company without prior notice to customer. Customer is free to use the courier company of his/her choice provided he/she is using the courier's service under his/her own name.

2. Courier fee charged by the designated courier company is not under PartMasters' control, therefore it is subjected to change. The frequency and magnitude of such change is entirely up to the courier company. Customer must obtain quote for delivery cost for each individual order. Customer's failure to do so will be seen as tacitly accept the courier fee charged to the final invoice.

3. Cut-off time for goods to be dispatched on the same day to the couriers (exclude parcels to be send via Speed Services and normal post) is 12:00 every business day. All orders placed by the Customer, whether via telephone or email, after 12:00 will be processed on a best effort basis. PartMasters will not be responsible for any economic losses or inconvenience suffered because of not dispatching such order on the same day.

Promotional Offer

1. The promotions offered by PartMasters from time to time are subjected to either stock availability and/or time limitation. The promotion end either when stock runs out and/or the promotion period has lapsed.