

Returns & Refunds Policy

Thank you for shopping at Eastrand Engine and Turbo, if you are not entirely satisfied with your purchase, we're here to help.

We will do our best to ensure all of our customers enjoy a happy shopping experience with us, however occasionally you need to return an item.

To return an item or items, a return form needs to be completed and returned with your invoice and goods to: 4 Platinum Road, Spartan, Kempton Park, Gauteng, South-Africa

Download our Return of Goods Form [HERE](#). (See other document attached)

Returns

You have 30 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused/new and in the same condition that you received it, however it does not need to be in its original packaging.

You are welcome to return the goods at our premises or via registered post or by using a reputable courier company.

Please state clearly on the return form or invoice the reason for the return and whatever you require a refund or an exchange. We may exchange the item for something to the same value.

Refunds

The returned goods will be examined by our staff on arrival, if the goods were shipped/couriered to us we will notify you via email of our decision within a reasonable time period. The refund will be processed within thirty (30) days of receiving the goods.

If a refund is payable to you, we will transfer the money using the same method originally used by you to pay for the purchase.

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

Return postage/courier costs are for your own cost and risk. While the goods are in your possession you must take good care of it. We may have the right to compensation against you if you did not take proper care of the goods.

Payment Methods:

Payment can be made to our account:

Company Name

Bank name

Branch

Branch Code

Account Number

The following payment methods can be used:

Direct deposit, Electronic Transfer or by Credit/Debit Card.

Contact Us

If you have any questions on how to return your item to us, contact us.

Landline: 065 925 3612