



The turbocharger people

BTN Turbo Ltd, Apec,
Unit G2, Titan Road, Patchway,
Bristol, BS34 6FD, United Kingdom

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New Address Information

Dear Customer,

We are pleased to advise that our warehouse is in the process of being relocated to a brand-new distribution centre in Bristol. Please read below for the change of processes to ensure there is no disruption to your service.

From the **18th February**, our new address will be:

BTN Turbo Ltd
Apec, Unit G2
Titan Road
Patchway
Bristol
BS34 6FD

Due to the movement of our stock, we will be unable to offer customers the option to collect orders directly from our Uxbridge site after **15th February**. You will then be able to make collections again, from the **Bristol** warehouse (address above) from the 4th March.

We apologise for any inconvenience this may cause. Please speak to our sales team for further information or queries on collecting orders.

GENERAL CONTACT INFORMATION

Our sales team will remain the same, and our main phone number and email address will not change, however your call may be re-directed to the required department in Bristol where necessary.

OLD UNIT RETURN FOR SURCHARGE CREDIT

BTN Turbo continues to offer a FREE collection service for your old units if you are within England, Scotland or Wales. To arrange collection, please continue to contact us at collections@bnturbo.com. We ask that at least two of the following pieces of information are provided:

- Surcharge exchange reference number
- Original part number/old unit part number
- Original invoice or order number
- Original delivery/advice note number

VAT Registered No. GB 225 7117 78
Registered Office: 3 Timothy's Bridge Road
Stratford Upon-Avon, Warwickshire, CV37 9NQ Registered in England No. 01173050



On receiving this request, we will arrange the collection with our chosen courier, UPS, who will then forward a returns label directly to your e-mail address, which is to be attached to the box ready for UPS to collect.

As a reminder:

BTN Turbo will **NOT** accept old units unless they meet the following specifications:

- The unit must be complete and not dismantled in any way
- The unit must not be heavily corroded
- The unit must not have suffered accidental or deliberate damage.

Please ensure that you inspect the old unit that your customer has returned to you.

- You **MUST** ensure that the old unit is returned in a secure box with necessary paperwork i.e. your goods return note. You **MUST** quote the part number being returned along with the BTN Turbo order number. The Order number can be found on either the delivery note or the invoice.

FAILURE TO PROVIDE THE CORRECT DOCUMENTATION WILL DELAY YOUR CREDIT AND MAY RESULT IN NO CREDIT BEING RAISED

- If you are raising a debit note when returning the old unit, please ensure that the amount is correct for the unit you are returning. Exchange units carry a surcharge of £140.00/€170.00.
- If you are in Northern Ireland or Eire, please arrange a carrier to return your units at your own cost at the new address above.
- **Old units MUST be returned within 3 months from the date of the original invoice. Units returned after this period, will NOT be accepted for credit. If 3 months have passed, the surcharge value is re-invested into stock via the purchase of new turbos.**

NEW UNIT RETURNS (NOT REQUIRED/INCORRECTLY ORDERED)

When returning units for credit, for reasons other than warranty, contact BTN Turbo (01895 466666) to obtain a "RTN" returns reference, which **MUST** be displayed on your returns paperwork. BTN Turbo will not accept returned units that do not have the 'RTN' quoted.

- Please arrange your own courier to return non-required and incorrectly ordered units to our new Bristol address. If you do not have a courier service available, please contact BTN Turbo at collections@btnturbo.com who can arrange a chargeable collection.
- Units **MUST** be returned within 30 days from the invoice date otherwise a credit will **not** be issued.
- ALL returned units will be subject to a 10% handling charge (this will include the carriage charge for collection), which will be deducted from the credit.
- If you raise a debit note please ensure that it matches with the original invoice with regard to all values.

WARRANTY RETURNS

- Before supplying your customer with another turbo, they may find it useful to contact BTN Turbo Technical team for advice on our mainline number 01895 466666 - we can sometimes cure a problem over the phone. Otherwise please speak to our Sales Team, and we will issue you with a "RTW" reference and can supply a replacement unit which will be invoiced as normal. The original invoice will then be credited in full if the unit is found to have failed due to a manufacturing fault.
- All warranty returns MUST be accompanied with our official warranty returns note F1-030 fully completed with the relative information (including part number, serial number and your e-mail address). Please contact BTN if you require a copy which can be e-mailed across to you.
- Please arrange your own carrier to return warranty units back to our Bristol address. If you do not have a courier service available, please contact BTN Turbo at collections@btnturbo.com, who can arrange a collection at a charge of £10.00, which is refundable and credited to your account following a successful claim.
- Please make sure the warranty return unit is suitably packed to ensure no further damage is incurred in transit back to BTN Turbo Ltd.
- Once inspection has been completed, the BTN Turbo Technical team will e-mail you a copy of the report, along with photographic evidence explaining the reason for failure.
- BTN Turbo aim to complete the inspection within 48 hours on arrival at our premises.
- From the date of the warranty report completed you have a period of 30 days to request the return of a rejected warranty unit to your customer. This can either be collected, or returned by BTN Turbo at a cost of £10. After this period BTN Turbo will assume the unit is no longer required and will be scrapped.

COST OF REPAIR

When sending a unit in for a price on repair, contact BTN Turbo (01895 466666) to obtain a "RTN" returns reference, which MUST be displayed on your returns paperwork along with the words "Cost Of Repair". The unit should then be sent to our subcontractor at:

BTN Turbo Workshop
C/O Universal Turbos
Unit 6 & 7 The Glenmore Centre
Sandleheath Industrial Estate
Fordingbridge
SP6 1TE

You will continue to get updates and pricing information from the BTN Sales team, as normal.

For full details on unit returns please refer to our terms and conditions.
If you have any questions or require any further information regarding our new warehouse, please email us at sales@btnturbo.com

We are pleased to continue doing business with you and appreciate your support during our transition.

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