



Frontier Auto Traders — Returns & Warranty Policy

Scope: This policy applies to all parts sold by Frontier Auto Traders (FAT), unless otherwise required by law.

1) Return window (defective parts)

- You may return **defective parts within 7 days** of purchase/collection/delivery.
- The part must be returned **in the same condition** as supplied (no tampering, modification, or disassembly) with **original invoice**.

2) Items not eligible for return

- **Electrical / electronic parts** (e.g., ECUs, sensors, radios, alternators, starter motors, wiring looms) are **non-returnable and non-refundable**.
- Parts damaged by incorrect fitment, misuse, accident, overheating, oil starvation, contamination, or lack of lubrication.

3) Engines — start-up & run guarantee

- All engines carry a **start-up & run guarantee** only: the engine must **start and idle/run** when correctly installed.
- Conditions for this guarantee:
 - Fit new **oil, oil filter, coolant**, and applicable **belts/gaskets** before first start.
 - Prime/lubricate as per manufacturer procedure and ensure correct timing and fluids.
 - The guarantee covers the **engine long block** only; **ancillaries** (turbo, injectors, pumps, sensors, manifolds, wiring, clutch, starter, alternator, etc.) are **excluded**.
 - No coverage for **overheating, oil starvation, or improper installation**.
- Any claim must be reported **within 7 days** of delivery/collection with fitting invoice and diagnostic notes/photos.

4) How to return

1. Email [returns@frontierauto.co.za] with invoice number, part number, photos, and reason for return.
2. FAT will issue return instructions (and RMA if required).
3. **Return shipping is at the customer's cost and risk.** Pack securely; FAT is not liable for transit damage or loss.
4. On receipt, FAT will **inspect/test** the part.

5) Outcomes & refunds



- If the part is confirmed **defective**, FAT will (at our discretion) **replace** the item (if stock is available) or **refund** the part price.
- **Labour, consumables, diagnostics, towing, fitment, and incidental costs are not refundable.**
- If the part tests **serviceable/no fault found**, we'll return it to you at your cost.

6) General

- This policy does not limit your statutory rights.
- FAT reserves the right to update this policy; the version in force at the time of sale applies.

Questions?

Call: 087 550 0904 • Email: admin@frontierauto.co.za