



REFUND POLICY

We are returning around 98.5% Eurocodes correct first time on cars & light commercials.

If the part we return is not what is in the car it is for one of four reasons:

- (1) The car has already had a replacement and was replaced with a different screen.
- (2) The manufacturers data differs from what is in the vehicle.
- (3) The vehicle is an old model for which electronic data does not exist. *(The age differs by manufacturer)*
- (4) We have made an error in our search.

The correct procedure if you find a difference between what is in the vehicle and what we say it should be is to inform us through the email system (info@whatwindscreen.co.uk) and give us a chance to investigate the error, which normally takes only a few minutes.

In the case of (1), (2) or (3) above then these are outside our control and so we cannot do anything about that.

In the case of (4), our error, we will do everything we can to correct the error but will also refund the charge if the correction is too late to help you. We do rely on the honesty of our customers in this case. *(For example, if you ask for a backlight and we return a front windscreen code we would expect you to spot that before attending!)*

We do also have a search capability for HGV but this is in it's infancy and although we are currently returning over 90% correct first time, we cannot and do not warrant to be as accurate as we are with cars. We will still look at errors as above with one addition. If an HGV search reveals "No Data Available" then that is non refundable as the search has been done and in fact additional manual searches will have been made in an attempt to find the correct part.

For Systechnix Innovations Limited