

## **Select Scootas Spare Parts & Return Policy:**



All SYM and PGO parts books and Service Manuals are available on the web, this includes price and availability, order forms and warranty forms.

SERVICE & SPARE PARTS <http://www.selectportal.com.au>

*For all orders we require the following information;*

- 1. Scoota Model*
- 2. Part Numbers*
- 3. Description*

Please submit your orders by Email to [spareparts@scoota.com.au](mailto:spareparts@scoota.com.au) or by Fax to 03 8773 0234 – If you require a quote or P&A please use the price and availability supplied in the parts link, please use P&A on line as this section is updated weekly.

With the correct information on your parts order your order will be possessed quickly however without this information your order may be sent back to you to be filled out with the complete information or delayed, please understand we receive many orders hourly and must prioritise as such.

All this is designed to help us supply you with the best service and support possible.

Please do your best to supply the required information and if you have any trouble with acquiring the information from Select Portal please feel free to call me on 03 8773 0209 and I will be happy to assist you.

### **Return Policy:**

There have been a number of instances of Dealers returning parts that are no longer required or wanted and been damaged after a long period of time. As a result we have implemented this returns policy and will be unable to issue a credit for any goods returned outside of these following terms.

- No credit will be issued after 14 days.
- You must contact me prior to returning any goods.
- Any unwanted / damaged parts must be returned within 14 days of invoice.
- All goods must be returned with a copy of the invoice.
- All returns must be as new in factory packaging and be adequately protected for transit.
- There will be no parts return for special air freight orders that are not common stock.

Please remember that it is difficult to resolve transport damage issues months after the actual problem occurs so it would be greatly appreciated if you could work with us on this matter.

Regards

A handwritten signature in blue ink, appearing to read "Dylan Moss", is written over a light blue circular stamp.

Dylan Moss  
Service Warranty & SpareParts Manager