



Refund/Return Policies

Westrac Ltd.'s Policy is a **NO** cash refund. A **credit note** is issued to the customer.

To ensure customer's satisfaction **Westrac Ltd accepts same day returns (24 hours) for all parts or products as long as the following conditions are met:**

1. Item is returned with original invoice
2. Item and packaging have not been damaged or missing any pieces and the item has not been installed.
3. The item is not a special order item that was specifically ordered in for the customer by request.
4. All returns are subject to inspection.

If all conditions are met the return is processed and the refund is given.

1. **All buyers with an account will receive their refund as a credit note.**
2. Refunds may be given in the original form of payment (cash, online, credit card, cheque) based on Westrac's discretion. With approval:
 - a. Credit Card refunds will be made back to the card.
 - b. Online refunds will be transferred back to the original sender.
 - c. Cheque refunds will be written to the original buyer, with a date allowing for clearance of the check used for purchase.

Items being returned after the 24 hour window, must meet the same criteria and additionally they must be approved by a specified Westrac Ltd personnel.

Any items that are returned after 15 days will incur a 15% Restocking fee.

Note*

-Returned items 60 days, of the invoice date, will be accepted at Westrac's discretion.

-Electrical parts are non-refundable