



Terms & Conditions

Prices

Subject to change without notice. We try to maintain prices listed in this catalogue, but due to currency variations and changing wholesale prices this is not always possible. All prices include GST.

Insurance

All goods shipped are insured as part of our freight charge. This is normally around 1% of the invoice value.

Deliveries and returns

Payment is required at the time of the order and will be shipped same day in most cases or after full payment has been received as cleared funds. Despatch time is dependent on where you are located. We ship via Australia post and Pack & Send dependent on the size of the package and have daily standard and express post options available.

Returns Policy

Please choose carefully as we do not give refunds if you simply change your mind.

Non-stock lines, special orders, used or second-hand goods are non-returnable and non-refundable. If goods have been fitted, modified or had other goods fitted to them, you have accepted them with your approval, and they are non-returnable and non-refundable.

Please contact us via phone if you believe an item is faulty and would like to return it so that we can provide you with instructions.

WHAT can be returned?

Faulty goods. We will reimburse you for return postage.

WHEN do item need to be returned by?

Please return goods within **14 days** of invoice date or receipt, whichever is the latter.

WHERE do item need to be returned to?

Henry's Model T, A & Rod Parts
PO Box 373
Ballan Vic 3342

Please note if returning goods in person, our Business Trading Hours are from 8am – 4.30pm Mon-Fri & 9am – 12pm Sat. Please ring to organise.

HOW do items need to be returned?

Faulty goods must be returned to us unmarked with the original packaging and with the proof of purchase and Return Authorisation Number and a copy of your postage receipt.

SHIPPING for returns?

Please be aware that the original shipping rates for goods are non-refundable.

CREDIT for returns?



You can choose between a refund, replacement part or store credit where goods are faulty.

Security Policy

We take all reasonable steps to keep secure any information which we hold about you. Personal information may be stored both electronically on our computer system, and in hard-copy form. Firewalls, 2048 Bit v3 SSL encryption, passwords, anti-virus software and email filters act to protect all our electronic information.