



Excellence in parts and service since 1963

1st April 2011

## Press release. Excel auto electrical products.

Dasko owns excel. It is the vehicle that allows Dasko to provide you, our customer, with a complete, comprehensive, specialised range of auto electrical parts specially tailored to the New Zealand car park. No supplier overseas can fulfil the requirements of the diverse range of vehicles we have in New Zealand on their own. In order to offer you the complete range, we source from many suppliers located from the USA through to Europe including OEM suppliers.

The excel mission is to provide "genuine quality specialised auto electrical products at fair prices" all backed with a 12 months replacement warranty.

The following experience has been communicated in the auto electrical industry recently and we felt it was appropriate to openly answer any concerns you may currently have.

'Excel coils are of poor quality'.

If you have been communicated this we can understand how you feel. We are in an industry that demands and requires "genuine quality".

We admit that early 2009 we sourced a small range of DFI coils from a supplier that at the time were not available from our tried and proven sources. This product proved to be of poor quality and consequently they have ceased to be a supplier to the excel range. This issue has now been resolved.

What you will find, after gaining an understanding of excel and dasko is you can rest assured when fitting any excel product that you are backed by a supplier that cares.

With over four decades of experience, comprehensive product knowledge and recognition of the market, our trained staff will make parts ordering simple, and give 100% satisfaction.

Isn't this what you want from a supplier?

In the event that you do need to return any item, our returns policy is printed on the reverse side of this letter to ensure you receive prompt attention, and the credit or replacement is processed to your satisfaction.

Directors.

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Greg Boakes

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## **RETURNS FOR CREDIT POLICY**

A Return Authorisation (RA) is required prior to returning a part for credit or replacement. This is acquired by phoning Dasko, who will email or fax you the paperwork, which must be completed and returned with the item. This process enables us to issue credits without delay.

Products not returned in resalable condition will incur a 10% repackaging fee.

Products returned outside the company policy time of 14 days after invoice date will incur a 10% handling and restocking fee.

Under no circumstances can goods be returned after 2 months from invoice date, without prior permission in writing from Dasko management.

All goods for return must have invoice number/s and date/s of purchase.

Procured items are non-returnable and non-refundable.

Electronic components are non-returnable and non-refundable once fitted.

Dasko is not responsible for the freight cost of returning products for credit.

## **WARRANTY POLICY**

Any item returned under warranty requires a Return Authorisation (RA) and a Warranty Claim form to be completed and returned with the faulty item. These are acquired by phoning Dasko prior to returning the item. This process enables us to evaluate and remedy your claim quickly.

It is at Dasko Marketing's discretion whether a warranty is fair. Dasko Marketing will decide whether to repair or replace.

Under no circumstance will Dasko Marketing be held responsible for other costs incurred due to product failure.

Dasko is not responsible for the freight cost of returning products for credit.

## **COMPLETE UNIT & COMPONENT WARRANTY**

Passenger vehicles (Petrol)	12 months or 20000 kms*
Passenger vehicles (Diesel)	12 months or 20000 kms*
Commercial vehicles, taxis	12 months or 20000 kms*
Industrial, agricultural, ATV	12 months or 500 hours*
Fork truck vehicles	6 months or 500 hours*
Marine	6 months or 500 hours*

\* Which ever occurs first.

Warranty is void if the Dasko serial number is removed.

Warranty is void if unit has signs of water, rust, diesel or oil internally, or external abuse or modification.

## **EXCEL AUTOMOTIVE PRODUCTS WARRANTY**

At Dasko Marketing's discretion, these carry a 12 month / 20000 km warranty against defects in manufactured materials and workmanship.

Where possible, all faulty items will be analysed and tested, and a written report supplied.

Dasko will not be held responsible for any outside costs incurred.

### **DIRECT CREDIT / ELECTRONIC BANKING**

Following are the details needed to enable you to use electronic banking

BANK: BNZ  
 BRANCH: DARGAVILLE  
 ACCOUNT NUMBER: 02 0308 0078058 00

For the particulars we require:

Your Name / Company \_\_\_\_\_

Your Town / City \_\_\_\_\_

Your Account Number \_\_\_\_\_