



NEW TERMS OF SUPPLY FOR SPARE PARTS

Note: it remains the case that we do not supply parts to, or for use in, the USA or Canada. This is for liability insurance reasons, and it cannot be circumvented. The full reason is explained on our website at <https://trocltd.co.uk/sales-of-spares-to-usa-and-canada/> .

When members consider they are in need of spares or replacement parts, they should ensure (if necessary by consulting a suitably qualified and experienced professional) that they know what it is they need, and **then contact the Spares Officer by emailing trocspares@hotmail.com only.** For audit trail purposes please do not telephone to order parts.

If the Club is aware of possible sources of confusion over parts (for example where non-standard replacements may have been fitted, perhaps by a previous owner) we shall warn of this possibility, but the onus remains with the member to ensure that the part ordered is what is needed. Using photographic evidence of what is needed can be helpful.

If the Club has the parts required, we shall make our best endeavour to supply them. **Some items are supplied on an exchange basis, so that we can have the old one refurbished.** The Spares Officer will advise on costs, invoicing and delivery arrangements, and for some large or heavy items it might be necessary for the member to arrange collection. If the member has ordered the wrong part in error, it shall be the member's responsibility to arrange the return.

It is the member's responsibility to ensure that any part supplied is correctly and safely fitted, if necessary by a suitably qualified and experienced professional.

Note that it is the club's policy to supply parts **as they are actually needed.** If members were to order parts 'just in case it might be needed one day', we would quickly find that needed spares are hoarded in various locations around the country or even the world, and would be unavailable to other members when a genuine need arises. This is particularly true of rare or irreplaceable items. The Club's aim is that we work together to keep all our cars running and viable as long as possible. The exception to this principle is in consumable items such as spark plugs or a fan belt, and these are easily obtainable either from the Club or from other suppliers of parts.

v02. 15 February 2024