

At 3RD Millennium New and Used Parts, we are dedicated to providing a positive customer experience with every purchase. We acknowledge that, from time to time, a part may not be suitable or may fall short of your expectations. This Returns Policy sets out the terms, conditions, and procedures applicable to products purchased from 3RD Millennium New and Used Parts.

Product Pricing

All prices displayed on the 3RD Millennium New and Used Parts website are shown in South African Rand (ZAR) and include Value Added Tax (VAT). The listed price applies to the product only and excludes courier or delivery fees, which are calculated separately according to the delivery location.

Online Sales

When placing an order with 3RD Millennium New and Used Parts, you confirm that all contact and billing information provided — including your email address, delivery address(es), billing address(es), and telephone number — is accurate, complete, and kept current. You also agree to provide correct vehicle specifications and detailed part information where required.

Supplying incorrect or incomplete information may result in delays or the inability to successfully deliver your order. The 3RD Millennium New and Used Parts online store is structured to help customers accurately select the correct vehicle make, model, and year, reducing the risk of ordering errors when used properly. In addition, our knowledgeable team is available to offer assistance and guidance where needed.

Please be aware that when purchasing pre-owned parts, their condition may differ from item to item. Used parts are sold as used and are not represented or supplied as new components.

Delivery Policy

Orders are processed once stock availability has been confirmed and full payment has been received. Our processing typically takes 2–3 working days, after which delivery arrangements will be communicated via email and/or SMS notification. Please note that deliveries are available within South Africa and neighbouring countries.

All parcels are carefully checked for any damage prior to dispatch. Items are inspected and photographed before being securely prepared for shipment to ensure they leave our premises in good condition.

Please note the following regarding our delivery service:

3RD Millennium New and Used Parts aims to dispatch all online orders as quickly as possible. However, delivery timeframes are also dependent on the availability and schedules of our courier partners.

Order Processing Times:

- Orders placed Monday to Thursday after 3:00pm will be processed on the next business day.
- Orders placed after 12:00pm on Friday will be processed on Monday morning.
- Orders placed on Saturdays, Sundays, or public holidays will be processed on the next business day.
- Courier economy delivery 3 – 4 Business days.

Once your order has been handed over, delivery timeframes are managed by the courier company. 3RD Millennium New and Used Parts will, however, make every effort to keep you updated on the status of your delivery.

Kindly note that orders selected for collection are not packaged for transport. We do not prepare or wrap items for third-party or self-arranged courier collections. For added convenience and protection, we recommend selecting one of our available delivery options during checkout.

Kindly note: 3RD Millennium New and Used Parts shall not be held responsible for any parcels that are lost or stolen as a result of unforeseen incidents occurring while in the possession of the courier company.

Returns and Refunds Policy

If an incorrect part is ordered, 3RD Millennium New and Used Parts reserves the right to apply a 20% handling or cancellation fee on returned items. Once the returned part has been received and inspected, approved refunds will be processed within seven **(7) working days**.

All refund requests must be submitted via email to **returns@3rdmillennium.co.za** and should clearly state the reason for the return, along with the relevant banking details for payment processing.

Returns & Warranty Conditions - If a customer chooses to return an item, the cost of the return courier will be for the customer's account. 3RD Millennium New and Used Parts does not accept responsibility for return shipping charges.

Faulty items must be returned directly to 3RD Millennium within **14 days** of purchase.

Please note: No returns are accepted on any electrical items. **These items are strictly non-refundable.**

Once the returned item has been received, our team will carry out a full inspection. The part must be in its original condition — intact, untampered with, and free from damage or scratches — in order to qualify for a refund. Refunds will only be processed once the inspection has been completed and approved.

All engines supplied by 3RD Millennium New and Used Parts are fitted with a heat tag. If the heat tag has melted (indicating overheating) or has been tampered with in any way, the guarantee will be void and no refund will be issued.

Gearboxes and differentials are thoroughly inspected prior to dispatch. If these items are returned, our team will carry out a full inspection. The part must be in its original condition — intact, untampered with, and free from damage or scratches — in order to qualify for a refund. If there is damage or tampering found no refund or guarantee will apply.

Kindly take note of 3RD Millennium New and Used Parts terms and conditions for more information on our refunds and returns.

Returns Eligibility

Products may be returned or exchanged within 14 days of receiving your order, provided they meet the following conditions:

- The product must be in its original condition, unused, and in the original packaging where applicable
- All accessories, manuals, and components that came with the product must be included
- The product must not have been installed, modified, or damaged
- Proof of purchase (invoice or order confirmation) must be provided

Non-Returnable Items

The following items cannot be returned or exchanged for hygiene, safety, and quality reasons:

- Electrical components that have been installed or connected
- Custom-ordered or special-order parts
- Used/stripping parts (unless faulty or not as described)
- Clearance or sale items marked as "final sale"
- Products damaged due to improper installation or misuse
- Items without original packaging or tags (where applicable)

Customer Privacy Policy

3RD Millennium New and Used Parts is committed to safeguarding the personal information of its customers and will take all reasonable measures to ensure that such information is protected. For the purposes of this policy, “personal information” is defined in accordance with the Promotion of Access to Information Act (Act 2 of 2000).

A copy of the Act may be obtained from official South African government resources.

Intellectual Property

This website contains content protected by copyright, as well as registered and unregistered trademarks and other proprietary material that are legally protected and owned by 3RD Millennium New and Used Parts, its affiliates, and relevant stakeholders (“intellectual property rights”).

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Limitation of Liability

3RD Millennium New and Used Parts will not be held responsible for any loss of profits, loss of business reputation, loss of anticipated savings, commercial or economic losses, loss of goodwill, or any indirect, incidental, special, punitive, or consequential damages arising from or related to any agreement, product sale, service, or use of products supplied by 3RD Millennium New and Used Parts. This applies regardless of whether the claim is based on contract, warranty, delict (tort), or any other legal basis — even if 3rd Millennium has been advised of the possibility of such damages.

The total cumulative liability of 3RD Millennium New and Used Parts under any agreement shall not exceed 10% of the value of the relevant agreement.

Any claim for damages must be submitted within ninety (90) days from the date on which the event giving rise to the claim occurred. Legal proceedings relating to such a claim must be initiated within one (1) year from the date of the claim. Claims not brought within these timeframes will be considered invalid.

These limitations and exclusions apply only to the extent permitted under applicable mandatory law.

Contact Us

For any further information or clarification, please visit our [Contact Page](#) to get in touch with our team.