



CRA BULLETIN

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Signed: _____ Dated: _____

IMPORTANT NEWS FOR PARTSTRADER USERS

After our insurance company meetings held in late November it is clear some insurance company's will pay the margin on success fees and freight charges as an encouragement for using parts trader. Please ask your assessor.

Also when putting a request on PartsTrader it is very important you select the insurance company and tick the box.

Please include your parts ID number on your Estimate when submitting to the Insurance Company.

We would also ask that regarding any second hand parts upgrades that you communicate with the parts supplier by phone and supply photos plus an estimated cost of the upgrade before requesting a credit on the part. - Good common business practice.

Remember the agreement the parts suppliers have with PartsTrader states that the part must be fit for purpose and they must be fair and reasonable with requests for upgrades. It is not acceptable that because the part was cheap no upgrade is allowed.