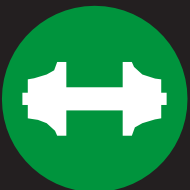


COMING SOON

BACKORDERS



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PRECISION ENGINEERED
TURBOCHARGERS & PARTS

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KEY CHANGES

- New webpage allows you to easily manage your backorders
- Backorders are automatically shipped with your orders when stock is available
- Pause or remove individual items from backorder
- Option to ship backorders independently of your orders
- Opt out of using backorders



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A new section will appear on the basket page if you have backorders:

Monday 23-05-22
 Tuesday 24-05-22
 Wednesday 25-05-22

*Please enter preferred carrier and shipping service/instructions, must be 3 characters long

Backorders

You currently have outstanding backorders. If stock is available, they will be shipped with this order. If you do not wish backordered items to be added to this order, please use [Manage Backorders](#) to request removal prior to submitting this order. If backordered items are unavailable to be shipped, they will remain on backorder until stock is available or you request them to be removed.

I have reviewed my backorders and am happy to proceed.

[Manage Backorders](#)

[Hide help](#)

PLEASE NOTE: Prices are correct at the time of adding items to the basket

From here you will be able to manage the shipment of the items that you have on backorder






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Backorder

Backorders will be dispatched with orders, according to the actions you choose below. To avoid unwanted shipments, please ensure that you update your preferences below before submitting every order. If you require backorders shipping independently, please contact the Customer Care team on +44 (0)1226 320939. *Please Note: available stock is an indication of the total quantity currently available, and does not guarantee that a back order can be fulfilled.*

-  Send with order Items will be sent with the next order if/when stock is available
-  Pause until later Items will not be sent with orders, but kept on backorder until required
-  Request removal Items will be removed from backorder




Search:

Order Number	Product Number	Description	Qty Ordered	Back Ordered	Stock Level	Action
400781	1401-402-827	Turbine Housing TD02H2 (Turbo 49373-04003)	1	1	In Stock	 Send with order
400781	1401-402-892	Wastegate Kit TD02 (Turbo 49373-04003)	1	1	In Stock	 Pause until later
400781	1401-402-917	Core Assy (Balanced) TD02 (49180-08815) MFS C/W	1	1	Low Stock	 Request removal

The new backorder screen allows you to set the required action of each item on backorder

Existing backorders

The following items are currently on backorder (not including any items from above). If stock is available, items with a 'Quick' action will be shipped with this order. To avoid unwanted shipments, please [manage your backorders](#) prior to submitting every order.

Product	Qty	Action
1332-201-905 Core Assy (Balanced) (Reverse Rotation) B01G (Turbo 1633-970-0037) MFS C/W	1	 Ship
1332-201-908 Core Assy (Balanced) B01V (Turbo 1638-970-0021) MFS C/W	1	 Pause
1332-203-759 Repair Kit (Major) B03G (Reverse Rotation/5-Pad/Twin Ring)	1	 Remove

When you place an order, the email confirmation reminds you of your existing backordered items.

If stock is available, any items with a 'send' action will be shipped with the order.

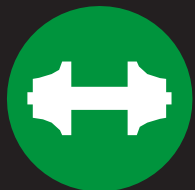




If backordered items become available but you do not want to wait until your next order, you can request an independent shipment by contacting the customer service team.



If you prefer that out-of-stock items are not backordered, you can opt out by contacting the customer service team.



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FAQs

- **Why are items put on backorder when the basket showed them as in stock?**

Basket stock levels are accurate at the time of adding to basket, and stock is allocated to orders by the customer service team during processing. If there is a delay between adding to basket and ordering, or if we receive multiple orders for the same product, we may not be able to fulfil your order completely.

- **How do I know which items on my order are put on backorder?**

Once an order has been processed and shipped, we will email you an invoice which will show the items we have sent. Backordered items will appear on your backorder list on the website.

- **How do I cancel a backorder for an item I no longer require?**

Items are added to backorders with the default status of 'send'. To avoid unwanted shipments, please ensure that you update your preferences before submitting every order. To remind you, you will not be able to process your basket until you tick to confirm that you have reviewed your backorders.



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FAQs

- **Why have I not received an item marked as 'send' when the website shows stock is available?**
The stock indicators on the website show the total quantity currently available, but we may not have sufficient stock to fulfil all orders and backorders at the time of processing.
- **Can I stop out-of-stock items going on backorder?**
Yes. If you contact our custom service team, they will put flag on your account to prevent backorders from being created.
- **Why do I have to wait until placing an order to get my backorders?**
By default, we consolidate backorders with orders to save you shipping costs. If you would prefer that specific backordered items are shipped independently, please contact our customer service team.
- **Why does the action say "removal requested"?**
Backorder removal can take up to 48 hours to process.



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