



JPAT's FAQs (Frequently Asked Questions)

How do I get a parts quotation from JPAT?

Please email your enquiry to sales@jpat.co.uk, remembering to include:

- the vehicle make, model and year, the type of automatic transmission and serial number, if known
- your list of parts required, including, if possible, part numbers from our online catalogue (http://www.jpat.co.uk/parts_catalogue.html) or a detailed description

The quotation for goods you are enquiring about will be emailed to you as soon as possible.

How do I place an order?

Please email your list of requirements to sales@jpat.co.uk, stating how many of each of the items you require, or give us the parts quotation number you were given. Please tell us how you want the goods to be delivered and give us your credit or debit card details for payment.

How do I order a reconditioned torque converter from JPAT?

Please email your vehicle details to sales@jpat.co.uk, including year, transmission type and any serial number, and we will be able to provide a quote for price and availability. If we do not have a core to build we will recondition your own unit.

How do I get my own torque converter reconditioned?

Contact the sales department (sales@jpat.co.uk or 0845 130 4754) and we will arrange a courier to collect your converter from you. Please make sure you drain as much oil as possible from the converter and seal the neck to prevent leakage. Please box the converter securely, enclosing your contact details so we know who it is from. The courier will leave you a receipt when they collect your parcel. The parcel will be delivered to us the following day. We will ring you with a firm quotation and to get your authorisation reference. We will then recondition the converter, usually offering a same-day service. The courier will then return it to you the next morning. The courier charge is £9.98 each way (for UK mainland addresses).

What are my delivery options?

Your order can be collected from reception or we can despatch it by post or courier anywhere in the UK or overseas. Please let us know your requirements and we will give you a price, e.g. courier delivery to the UK mainland next day by noon up to 20kgs costs £9.98 + VAT.

How do I pay for my order?

JPAT accept all major credit and debit cards with the exception of American Express. It is safest to telephone or fax credit cards details to JPAT. You can also pay by cash if collecting from our reception or you can post us a cheque (goods will only be dispatched once your cheque has cleared). Bank transfers are also accepted. Please email accounts@jpat.co.uk to obtain JPAT bank details for BACS and wires.

Please do not hesitate to contact us with any further questions.