

GENERAL TERMS AND CONDITIONS – REBUILT ENGINES

Alexander Car Parts – 2025

1. INSTALLATION INSTRUCTIONS – ESSENTIAL FOR ENGINE LIFESPAN AND WARRANTY

Please read carefully before installing the engine. This checklist prevents damage and ensures proper operation.

Checklist before and during installation:

- Check for transport damage upon receipt. Take pictures and note damages on the delivery receipt.
- Compare the supplied engine with the original one for compatibility.
- Identify the root cause of engine failure before installation (e.g. cooling, lubrication, injectors).
- Replace a potentially contaminated oil cooler or heat exchanger. The same applies to the intercooler.
- Clean and inspect the EGR system.
- Test injectors on a certified test bench or replace/rebuild them.
- Inspect the turbocharger for wear or damage before reinstallation.
- Always use manufacturer-specified torque settings.
- Always replace engine oil, oil filter, fuel filter, and air filter. Use only manufacturer-approved fluids.
- Properly bleed the cooling system, preferably under vacuum.
- Prime the engine with oil pressure before starting. Disable ignition or fuel injection to allow oil to circulate before combustion.
- After the first start, immediately check oil and coolant levels and monitor temperature.
- Change oil and oil filter after 1000 km (break-in period), then every 15,000 km or once per year.
- Contact us immediately in case of issues.

2. WARRANTY CONDITIONS

- 12-month warranty on the engine block.
- Labour costs are NOT covered under warranty.
- This engine is a used and reconditioned product (refurbished). Therefore, the standard 24-month statutory warranty for consumers does not apply, in accordance with Article 3(5) of Directive (EU) 2019/771.
- Damage caused by faulty or malfunctioning injectors is EXCLUDED from warranty.
- This contractual warranty does not affect other mandatory consumer rights under EU law.
- Warranty is valid only if installation guidelines have been followed.
- Warranty is non-transferable.

3. RETURN POLICY & CORE SURCHARGE CONDITIONS

- Old engine (core) must be returned within 6 months from invoice date.
- Core must meet the following criteria:
 - No cracks, holes, or fractures in the engine block.
 - No missing or broken parts.
 - Complete with all bolts and fasteners.
- Core must be completely drained of oil and fluids.
 - A €50 cleaning fee applies if not compliant (deducted from core refund).

Packaging & Return Transport:

- Cores must be returned in original packaging or equivalent.
 - Missing return frame: €350
 - Missing wooden crate: €50
 - Missing Euro pallet: €20
- For consumers, only the actual cost price of return packaging is charged.
- If the core is deemed non-rebuildable, the full deposit will be withheld.

4. APPLICABLE LAW AND DISPUTES

- These terms and all related agreements are governed by Dutch law.
- In case of a dispute, the competent court in Rotterdam, The Netherlands shall have jurisdiction, unless mandatory consumer law in the buyer's country provides otherwise.
- For cross-border disputes, consumers may also file complaints via the European ODR platform: <https://ec.europa.eu/odr>

Op al onze transacties zijn de algemene voorwaarden van toepassing. Zie onze website voor meer informatie.

