

GENERAL TERMS AND CONDITIONS – PARTSZONE24

PartsZone24

Based in the Netherlands

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Article 1 – Applicability

1. These general terms and conditions apply to all offers, orders and agreements of PartsZone24 via the webshop and via sales platforms such as Onderdelenlijn.
2. PartsZone24 sells used car parts exclusively.
3. By placing an order, the buyer agrees to these terms and conditions.
4. Deviations are only valid if confirmed in writing by PartsZone24.
5. The buyer's general terms and conditions are expressly rejected.

Article 2 – Offer and Agreement

1. All offers are without obligation and while stocks last.
2. Parts are sold in used condition, as described and/or depicted.
3. Obvious errors in price or description are not binding on PartsZone24.
4. The agreement is concluded after order confirmation by e-mail.

PartsZone24 reserves the right to refuse an order in the event of:

- incorrect or incomplete vehicle details;
- doubts about compatibility;
- previous payment problems.

Article 3 – Prices

1. All prices are in euros, unless otherwise stated.
2. Shipping costs are stated separately.
3. PartsZone24 may implement price changes in the event of external cost increases.

Article 4 – Delivery and Risk

1. Delivery is carried out by a recognised postal or transport company.
2. Delivery times are indicative and not binding.
3. Exceeding the delivery time does not entitle the customer to compensation.
4. The risk of loss or damage is transferred to the buyer upon delivery to the specified address.
5. Transport damage must be reported to the carrier immediately upon receipt and to PartsZone24 in writing within 48 hours.

The buyer is responsible for providing correct vehicle and address details.

Article 5 – Inspection and Complaints

1. The buyer must inspect the part immediately upon receipt.
2. Visible defects must be reported in writing within 2 working days.
3. Hidden defects must be reported within 2 working days of discovery.
4. If a possible defect is found, the part may not be installed or used further.
5. Complaints do not suspend the payment obligation.

WARRANTY TERMS AND CONDITIONS

(USED PARTS ONLY)

Article 6 – Warranty on Used Parts

1. Used engines, gearboxes and electronic parts are covered by a limited warranty of 2 months from the date of delivery, unless expressly stated otherwise.
2. The warranty applies exclusively to demonstrable internal defects that were already present at the time of delivery.
3. Used parts are sold in their current condition ('as seen and accepted'), taking into account normal signs of wear and tear.

The warranty only applies if:

- the part has been demonstrably installed professionally;
 - the vehicle complies with the original factory specifications;
 - correct vehicle details have been provided in advance;
 - the warranty label/sticker is undamaged;
 - the original invoice is presented.
- **No warranty is provided in the following cases:**
 - Installation or removal errors
 - Incorrect use or overloading
 - Motorsport, tuning or performance modifications
 - Damage due to overheating or poor maintenance
 - Wear parts
 - Electronic components (unless otherwise confirmed in writing)
 - Gaskets, seals, sensors, rubbers and fluids
 - Parts that have been opened or modified after delivery
 - Damage caused during assembly

Article 7 – Warranty processing

1. The warranty only entitles you to:
 - a. ◦ replacement of the part (if available), or
 - b. ◦ reimbursement of the invoice amount for the part in question.
2. PartsZone24 determines which solution is applied.
3. The maximum compensation is always limited to the invoice amount for the part.

4. Assembly costs, disassembly costs, transport costs, diagnosis costs, replacement transport and consequential damage are expressly not reimbursed.

5. Defective parts become the property of PartsZone24.

If a warranty claim is declared unfounded, investigation costs and return costs will be charged to the buyer.

Article 8 – Returns (Non-defective Parts)

1. Returns are only possible with prior written consent.
2. Return requests must be submitted within 4 days of reporting a defect within 2 days.
3. The part must not have been installed.
4. Parts must be returned complete and undamaged.
5. Return costs are borne by the buyer.
6. A processing fee of 20% of the purchase price (minimum £35) will be deducted.
7. Er wordt een verwerkingsvergoeding van 20% van het aankoopbedrag (minimaal €35) ingehouden.
8. Parts that have been disassembled on special request are excluded from return.

Article 9 – Liability

1. The liability of PartsZone24 is at all times limited to the invoice amount of the part in question.
2. PartsZone24 is not liable for:
 - consequential damage;
 - downtime damage;
 - loss of profit;
 - damage to other vehicle parts;
 - assembly or disassembly costs.
3. Liability exists only in cases of intent or gross negligence.
4. The buyer indemnifies PartsZone24 against claims from third parties.

Article 10 – Retention of title

1. All goods delivered remain the property of PartsZone24 until full payment has been received.
2. In the event of non-payment, PartsZone24 has the right to reclaim the goods.

Article 11 – Right of withdrawal (Consumers)

1. Consumers have a 14-day consideration period for distance purchases, provided that the part has not been assembled, modified or altered and remains in the same condition as when delivered.
2. The part may only be assessed as it would be in a physical shop.
3. Assembled or used parts will not be accepted for return.
4. Return costs are at the expense and risk of the consumer.
5. Refunds will be made after receipt and inspection of the part.
6. Parts that have been disassembled on special request are excluded from the right of withdrawal.

Article 12 – Forced circumstances

1. PartsZone24 is not liable for delays or shortcomings due to forced circumstances, including delays at suppliers or transporters.
2. In the event of forced circumstances, PartsZone24 may suspend delivery or terminate the agreement without compensation.