

GENERAL TERMS AND CONDITIONS VENEMA AUTOPARTS

1. Applicability

1. These general terms and conditions apply to all sales agreements concluded by Venema Autoparts with its customers (hereinafter referred to as "Buyer").
2. Deviations from and/or additions to these general terms and conditions are only binding for Venema Autoparts if they have been expressly confirmed in writing by Venema Autoparts.
3. Purchase conditions of the Buyer are not accepted by Venema Autoparts at any time and are therefore not applicable, unless expressly agreed in writing.

2. Prices

1. Unless otherwise stated, all prices quoted are exclusive of discounts or deductions, and inclusive of VAT, whether or not calculated via the VAT margin scheme of the dismantling company.
2. All prices are calculated for delivery ex works, warehouse or shop of Venema Autoparts, unless expressly agreed otherwise in writing.
3. Price quotes, product offers and specifications as stated in catalogues, price lists and other printed matter are indicative and without obligation. These are not binding for Venema Autoparts and the Buyer cannot rely on them.

3. Delivery

1. Delivery of the goods sold will take place ex works, warehouse or shop, at the discretion of Venema Autoparts.
2. The Buyer is obliged to accept the goods, unless mandatory legal provisions oppose this.
3. The transport of the goods by Venema Autoparts is entirely at the expense and risk of the Buyer.
4. The risk with regard to the goods sold shall pass to the Buyer at the time that Venema Autoparts notifies the Buyer that the goods are ready for delivery, or when Venema Autoparts notifies the Buyer that the goods have been shipped.
5. The goods are delivered in the condition in which they were at the time of conclusion of the agreement, unless otherwise agreed.

4. Delivery time

1. All delivery times stated by Venema Autoparts are indicative and therefore do not have the status of a fatal term, unless otherwise expressly agreed in writing or mandatory legal provisions oppose this.
2. If delivery does not take place on time, this can only lead to default by Venema Autoparts if the Buyer validly gives Venema Autoparts notice of default and offers a reasonable period (at least half of the originally stated delivery time) to deliver.
3. The Buyer may not validly terminate the agreement due to exceeding the delivery period, unless the period stated in the notice of default, in accordance with the previous paragraph, has expired and the Buyer cannot reasonably be expected to uphold the agreement.
4. If the Buyer does not inform Venema Autoparts within two weeks after he has been informed by Venema Autoparts that the goods are ready for collection, Venema Autoparts is entitled to terminate the agreement without judicial intervention, in which case the Buyer will not be entitled to any compensation.
5. For further clarification and explanation of the shipping and delivery policy, Venema Autoparts refers to **Appendix 6**, which summarizes the conditions regarding order processing, possible delays and expected delivery dates.

5. Payment

1. Unless otherwise agreed, payment must be made in cash or in advance, without the need for a separate notice, unless mandatory legal provisions oppose this.
2. Invoices expire automatically on the fourteenth day after the invoice date, without the need for further notice.
3. If an invoice expires, the Buyer is legally in default without any notice or notice of default being required. From that moment on, all outstanding invoices from Venema Autoparts are considered due and payable.
4. If the Buyer is in default, he shall owe default interest of 1.5% per month on the full amount due from the moment of default, unless the statutory interest determines a higher percentage.
5. If Venema Autoparts is forced to hand over the claim for collection, all associated costs, including administrative costs, judicial and extrajudicial costs, will be borne by the Buyer. The extrajudicial collection costs amount to at least 15% of the outstanding amount, with a minimum of €150.00, unless mandatory legal provisions oppose this.

6. Retention of title

1. Venema Autoparts shall remain the owner of the delivered goods until the Buyer has fully complied with all its obligations under the agreement(s) with Venema Autoparts, both for the relevant and for previous and future transactions.
2. During this period, the Buyer is obliged to keep the delivered goods separate from other goods and to clearly mark them as property of Venema Autoparts. Furthermore, the Buyer is obliged to adequately insure the goods and keep them insured against all risks.
3. If the Buyer fails to fulfil any obligation under paragraph 1 of this article, or if there are valid reasons to assume that the Buyer will not fulfil these obligations, Venema Autoparts is entitled, without any notice of default being required, to immediately take back the delivered goods, regardless of where they are located. The costs of taking back are fully borne by the Buyer.
4. Until the Buyer has paid the amounts due under the agreement, he is not entitled to alienate the delivered goods or to establish any lien or non-possessory lien on them.
5. If the delivered goods have been mixed, processed or modified by the Buyer, and Venema Autoparts cannot invoke the retention of title, the Buyer is obliged to pledge the newly formed goods to Venema Autoparts. In that case, the Buyer is obliged to perform all necessary actions to effectuate this pledge.

7. Deficiencies / Complaints

1. Without prejudice to the applicable warranty provisions as published by Venema Autoparts on its website, the Buyer is obliged to inspect the delivered goods immediately upon receipt for visible defects. Defects found must be reported to Venema Autoparts in writing within seven days of discovery.
2. The notification of a deficiency must be made in writing and must contain a detailed description of the deficiency found, together with the invoice and invoice number, unless mandatory legislation requires otherwise. The Buyer must enable Venema Autoparts to verify the deficiency found. If the Buyer does not meet these notification requirements, his right to invoke the deficiencies found shall lapse.

3. The warranty on the delivered goods depends on the type of product and the specific warranty conditions that apply to the relevant product group. The Buyer is expected to take note of the relevant product-specific warranty conditions, as published on the website of Venema Autoparts and the KVK. These warranties apply to:
 - **Engines** : Warranty conditions for engines apply as described in the warranty conditions for engines. **See Appendix 1**
 - **Transmissions** : Warranty conditions for Transmissions apply as described in the warranty conditions for Transmissions. **See Appendix 2**
 - **Body parts** : Warranty conditions for body parts apply as described in the warranty conditions for body parts. **See Appendix 3**
 - **Electronics** : Warranty on electronics is not applicable under any circumstances. For explanation, consult warranty conditions for electronics. **See Appendix 4**
4. A deficiency in the delivered goods is not a ground for termination of the agreement, unless mandatory legislation opposes this, provided that Venema Autoparts is able to remedy the deficiency within a reasonable period of time.
5. The Buyer is responsible for reimbursing the costs of unfounded complaints determined by Venema Autoparts.
6. The Buyer's right to claim a deficiency does not entitle the Buyer to suspend its payment obligations.

8. Force Majeure

1. Venema Autoparts shall not be liable for any failure to fulfil its obligations if such failure is the result of force majeure. Force majeure is defined as any circumstance beyond the control of Venema Autoparts that makes fulfilment of the agreement difficult or impossible, including but not limited to:
 - Deficiencies by suppliers or carriers
 - War, riot or similar situations
 - Sabotage, boycott or strikes
 - Machine damage or theft
 - Business disruptions or government measures
 - Bad weather, lightning, fire, etc.
2. In the event of force majeure, Venema Autoparts is entitled to suspend its obligations or to dissolve the agreement in whole or in part without judicial intervention, without being obliged to pay any damages to the Buyer.

9. Use of the Goods

1. The Buyer is obliged to use the delivered goods exclusively in accordance with their nature and intended purpose, and must comply with all legal regulations and the instructions for use provided by Venema Autoparts.
2. Venema Autoparts products are car parts that meet the requirements, but must always be installed correctly by a professional.
3. If the Buyer does not use or install the delivered goods in accordance with the instructions in paragraph 1 or 2, and this causes damage (including personal injury to the Buyer or third parties), Venema Autoparts is not liable for this damage, unless the Buyer can demonstrate that the incorrect use or unskilled installation had no influence on the occurrence of the damage.
4. The Buyer shall indemnify Venema Autoparts against all claims for damages from third parties, including employees and other parties involved, if the use or installation of the goods is in conflict with the provisions of paragraph 1 or 2.

10. Liability

1. For damages that Venema Autoparts must compensate the Buyer, liability is limited to the invoice amount of the relevant delivery, unless mandatory legislation provides otherwise.
2. Venema Autoparts is not liable for consequential damage, loss of profit, loss of income or any other indirect damage, including business damage or compensation that the Buyer owes to third parties, unless mandatory law provides otherwise.
3. Subject to the provisions of Section 3 of Title 3 of Book 6 of the Civil Code, the Buyer shall indemnify Venema Autoparts against claims by third parties claiming damages as a result of the goods delivered or any act or omission of Venema Autoparts in the context of the performance of the agreement, unless the Buyer can demonstrate that Venema Autoparts is liable to the Buyer and must compensate the Buyer for this damage.
4. In order to claim compensation, the Buyer must provide full cooperation to Venema Autoparts in investigating the cause, nature and extent of the damage.

11. Dissolution

1. The Buyer may only terminate the agreement in whole or in part after a legally valid notice of default, whereby Venema Autoparts is given a reasonable period to still meet its obligations. The termination declaration must be submitted in writing, unless mandatory legislation opposes this.
2. The Buyer has no right to terminate the agreement or suspend his obligations if he himself is in default.

3. If Venema Autoparts agrees to dissolution without any default on its part, Venema Autoparts shall be entitled to compensation for all financial losses, including costs, lost profits and reasonable costs for determining damage and liability.
4. In the event of partial termination, the Buyer cannot claim undoing of services already performed by Venema Autoparts and Venema Autoparts is entitled to demand payment for services already performed, without prejudice to its right to undo further services and claim damages.

12. Disputes

1. All disputes between the parties are exclusively governed by Dutch law.
2. All disputes will be settled by the competent court in the district where Venema Autoparts is established, unless mandatory legislation opposes this, or Venema Autoparts chooses to approach another competent court.

13. Binding

1. Should any provision of these terms and conditions be invalid for any reason, the remaining provisions shall remain in full force and effect to the extent possible.

14. Consumers - Distance Selling

1. In accordance with article 7:46a BW, the Consumer has the right to dissolve the agreement within seven working days after receipt of the delivered goods. The costs for return shipment are for the account of the Consumer. This right does not apply if the delivered goods are custom-made or have been manufactured specifically at the request of the Consumer.
2. The delivered goods must be returned to Venema Autoparts within seven days after dissolution in the condition in which they were received (if possible in the original packaging). Venema Autoparts is only obliged to refund the purchase price if the goods are returned within the set period in an undamaged condition. Use of the goods or parts thereof excludes the right of return.
3. For further clarification and explanation of the above return conditions, Venema Autoparts refers to **Appendix 5**, which describes in more detail the specific conditions and procedures regarding the return of delivered goods.

15. Code of Conduct and Use of the VenemaAutoparts Business Premises

1. Access and Identification

Only authorized persons have access to the VenemaAutoparts site. Visitors must register upon arrival and wear a visitor's pass. The site is only accessible during the set opening hours.

2. Conduct on the Site

Visitors must behave in an orderly, respectful and compliant manner at all times. Aggressive, dangerous or disruptive behaviour is prohibited.

3. Filming and Photography

It is prohibited to take photos, video recordings or other forms of visual material on the company premises without prior written permission from VenemaAutoparts. Posting or publishing videos or photos on which employees, company names, logos or other company-related matters are visible, on any medium whatsoever (including social media, websites, etc.), is also prohibited without the express permission of VenemaAutoparts.

4. Use of Assets

The use of machines, tools, vehicles or other assets on the premises is only permitted with the permission of VenemaAutoparts. Unauthorized use is considered a serious violation.

5. Safety regulations

All visitors are required to strictly adhere to the applicable safety measures, including wearing prescribed protective clothing and following the instructions of the staff.

6. Liability

Visitors are liable for damage they cause to property of VenemaAutoparts, employees or third parties on the company premises. VenemaAutoparts is not liable for loss or damage to personal belongings of visitors.

7. Tracker placement

It is strictly forbidden to place trackers or similar tracking devices in vehicles, parts or other items entrusted to our company without prior written permission from VenemaAutoparts. If a tracker is placed without permission, VenemaAutoparts reserves the right to refuse or withdraw the warranty on the services or parts in question. Any damage caused by placing a tracker will be borne by the customer.

Appendix 1

WARRANTY CONDITIONS FOR MOTORS

We have a **warranty period of 3 months** on engines, unless otherwise stated. The warranty on engines and turbos is valid on condition that the enclosed installation instructions have demonstrably been followed correctly.

The warranty applies to:

- Engines up to B1 or B2 quality code according to the KZD standard
- Motorcycles with less than **100,000 kilometers** on the odometer

The warranty does NOT apply in the following cases:

1. **Violation of the General Terms and Conditions or Warranty Conditions.**
The warranty shall lapse if the buyer acts in violation of any other provision of the applicable General Terms and Conditions or Warranty Conditions, insofar as these provisions are prescribed under penalty of forfeiture of rights. Failure to comply with the conditions may result in the loss of the right to warranty.
2. **Incorrect or insufficient information provided by the buyer.**
The warranty will lapse if the buyer has provided incorrect or insufficient information regarding the brand and type designation of the purchased item and/or the vehicle for which the part is intended. It is the buyer's responsibility to provide correct and complete information when purchasing.
3. **Work by the buyer or third parties**
The warranty expires if the buyer has performed or had performed work on the delivered part, such as repairs, modifications or disassembly, that has not been approved in advance by Venema. Modifications to the product may invalidate the warranty.
4. **Incorrect or unskilled installation/use**
If the purchased part has been installed/used incorrectly or unskilled, or if the vehicle is used under unusual conditions (e.g. speed tests, reliability tests, excessive loads due to the combination of a passenger car with a trailer or caravan), the warranty will be void. This also applies to the use of the vehicle/engine in situations that exceed normal, daily operation.
5. **No warranty for tuning or manipulation**
No warranty is given on engines that have been tuned, manipulated or modified via software, hardware or in any other way that deviates from the original factory specifications. Any modifications that change the original specifications of the engine or components will result in the voiding of the warranty.

6. **Attachments when delivering a complete engine**

The engines we deliver come from damaged vehicles. This may mean that attachments such as brackets, supports, fasteners or other parts are damaged, bent, broken or incomplete. These defects are not covered by the warranty. We advise customers to carefully inspect the engine and attachments upon receipt. Any damage to the attachments is not covered by the warranty.

7. **Damage to timing and cylinder head gaskets**

Damage to timing and cylinder head gaskets is not covered by the warranty. These parts are susceptible to wear and may not be covered by the standard warranty.

8. **Work or parts related to installation**

The warranty does not cover damage or defects resulting from the installation of the supplied part, including work related to the installation. This applies to installation errors or damage that occurred during installation, regardless of whether this was carried out by the customer or a third party.

Installation instructions for engines :

Before you begin installing the engine, we recommend that you carefully read through the following steps:

1. **Check the engine**
Make sure that the supplied engine matches your original engine. Investigate the cause of any damage and carry out repairs if necessary.
2. **Engine is delivered without oil**
Check all **gaskets , hoses , hose clamps , and seals** . Replace if necessary.
3. **Replace parts**
Replace the **timing belt/chain , tensioner , rollers , and water pump** . Note: these parts are not covered by the warranty.
4. **Check the seals**
Make sure there are no leaks. Seals are not covered by the warranty.
5. **Install attachments**
Follow the **manufacturer's instructions** for installing attachments.
6. **Use specific electronic components**
Preferably use the **electronic components and wiring harnesses** that are specific to your vehicle.
7. **Check the fuel system**
Make sure the **fuel system** matches the make and type of engine. If necessary, rebuild it.
8. **Clean transferred parts Thoroughly clean**
the transferred parts, such as the **intake parts** .
9. **Check the exhaust system**
Check the **exhaust system** for contamination and replace parts if necessary, especially the **catalytic converter** or the **diesel particulate filter** if previously damaged.
10. **Turbo engines**
Make sure that **accessories** such as hoses and intercoolers are clean.
11. **Replace the oil filter and sump plug ring**
Always replace the **oil filter** and **sump plug ring** .
12. **Top up engine fluids**
Top up engine fluids according to the manufacturer's instructions. Never use old fluids or engine oil.
13. **Follow the manufacturer's installation instructions.**
Always adhere to the **correct tightening torque** according to the manufacturer.
14. **Check the cooling system**
Ensure sufficient **flow** and good **ventilation** of the cooling system.
15. **Check the radiator**
Make sure the **radiator** heats up evenly and test the operation of the **cooling fan** .
16. **Check the engine management system**
Check all **settings** of the engine management system

Appendix 2

WARRANTY CONDITIONS FOR TRANSMISSIONS

We have a **warranty period of 3 months** on transmissions , unless otherwise stated. The warranty on transmissions is valid on condition that the enclosed installation instructions have demonstrably been followed correctly.

The warranty applies to:

- Transmissions up to **B1 or B2 quality code** according to the **KZD standard**
- Transmissions with less than **100,000 kilometers** on the odometer

The transmission warranty does NOT apply in the following cases:

1. **Breach of the General Terms and Conditions or Warranty Conditions**
The warranty will lapse if the buyer acts in violation of any other provision of the applicable General Terms and Conditions or Warranty Conditions, insofar as these provisions are prescribed under penalty of forfeiture of rights.
2. **Incorrect or insufficient information provided by the purchaser**
The warranty will be void if the purchaser has provided incorrect or insufficient information regarding the brand and type designation of the purchased transmission and/or the vehicle for which the part is intended. It is the responsibility of the purchaser to provide correct and complete information at the time of purchase.
3. **Work by the buyer or third parties**
The warranty will lapse if the buyer has carried out or had carried out work on the supplied transmission, such as repairs, modifications or disassembly, that has not been approved in advance by Venema. Modifications to the transmission may invalidate the warranty.
4. **Incorrect or unskilled installation/use**
In the event of incorrect or unskilled installation/use of the transmission, or if the vehicle is used under unusual conditions (e.g. speed tests, reliability tests, excessive loads due to the combination of a passenger car with a trailer or caravan), the warranty will be void. This also applies to the use of the transmission in situations that exceed the normal, daily operation of the vehicle.
5. **No Warranty for Tuning or Manipulation**
No warranty is provided on transmissions that have been tuned, manipulated or modified through software, hardware or in any other way that deviates from the original factory specifications. Any modifications that alter the original specifications of the transmission will void the warranty.
6. **Attachments when delivering a complete transmission**
The transmissions we deliver come from damaged vehicles. This may mean that attachments such as brackets, supports, fasteners or other parts are damaged, bent, broken or incomplete. These defects are not covered by the warranty. We advise customers to carefully inspect the transmission and attachments upon receipt. Any damage to the attachments is not covered by the warranty.

7. Damage to parts that are susceptible to wear

Damage to parts such as cylinder head gaskets, timing parts or other parts that are susceptible to wear is not covered by the warranty. These parts cannot be covered by the standard warranty.

8. Installation-related work or parts

The warranty does not cover damage or defects resulting from the installation of the transmission, including installation-related work. This applies to installation errors or damage that occurred during installation, regardless of whether this was carried out by the customer or a third party

Installation instructions for Transmissions :

Before you begin installing the transmission, we recommend that you carefully read through the following steps:

1. **Check the transmission**
Make sure the transmission supplied matches your original transmission. Investigate the cause of any damage and make repairs if necessary.
2. **Check gaskets, seals and seals.**
Replace these parts as necessary to prevent leaks.
3. **Use the correct oil Use the original oil** recommended by the manufacturer and fill the transmission to the correct level. Old oil can affect the operation and is not suitable.
4. **Check the clutch**
Make sure the **clutch** and **pressure plate** are in good condition. Replace these parts as necessary for optimum performance.
5. **Install the transmission correctly**
Install the transmission in the correct location, making sure the **mounting points** are properly aligned and secure.
6. **Follow the manufacturer's installation instructions.**
Adhere to the **installation instructions** , including the correct **tightening torque** and sequence for tightening the mounting bolts.
7. **Check the gearshift and cables**
Make sure that the **gearshift cables** or **rods** are properly installed and free of wear. Adjust the adjustment if necessary.
8. **Check the drive shaft and universal joints**
Replace worn parts such as **constant velocity joints** or the **drive shaft** for proper system operation.
9. **Check for Leaks**
Check the transmission for **oil** or **coolant leaks** and make sure the seals are functioning properly.
10. **Ensure proper adjustment**
Adjust the transmission to the manufacturer's specifications to avoid poor shifting performance or excessive wear.
11. **Test the operation of the transmission**
Test the vehicle safely and shift through all the gears. Make sure they shift smoothly without hesitation or unusual noises.
12. **Check the cooling system (if equipped)**
Check the transmission cooling system, especially on **automatic transmissions** , and ensure that the coolant is in the correct condition.
13. **Change the transmission oil regularly**
Change the transmission oil regularly according to **the manufacturer's recommendations** to extend the life of the transmission.
14. **Test operation after installation Check for irregular noises or vibrations** after installation . Correct any problems immediately.

Appendix 3

WARRANTY CONDITIONS FOR BODY PARTS:

We have a **warranty period of 12 months** on body parts, unless stated otherwise.

This warranty applies to:

- **Sheet metal** with an **A1 or A2 quality code** according to the **KZD standard**

Explanation of quality codes:

- **A1** : No **rust** and no **damage** (after a polish it is as new)
- **A2** : No **rust** , little or no **damage** (for young cars a **spray paint job** may be necessary)

Appendix 4**NO WARRANTY / NO RETURNS ON ELECTRONIC PARTS**

There is no **warranty / No Returns** for electronic parts and/or electronic components.

For clarification (but not exhaustive), a list of parts that are not covered by warranty/no returns :

- **Computers** (including on-board computers, screens, etc.)
- **ECUs** (Electronic Control Units)
- **Modules** (such as engine management modules, control modules, etc.)
- **Media devices** (e.g. CD/DVD players, radios)
- **Navigation systems** and semi-electronic components
- **Sensors and actuators** (when used in electronically controlled systems)
- **Air suspension systems** and electronic suspension modules
- **Batteries** and accumulators (including electric and hybrid vehicles)
- **Chargers** and charging stations
- **Infotainment systems**
- **Electronic keys** and access systems
- **Telematics equipment** and tracking devices
- **Heating and air conditioning systems** containing electronic components
- **Steering column modules** and electronic control systems
- **Electronic braking systems** (such as ABS, ESP)
- **Lamp and lighting modules** (LED, Xenon, etc.)
- **Parking assistance systems** and sensors
- **Relay**
- **Start-stop systems** and other electronically controlled systems
- **Electronic Stability Control (ESC) system**
- **Etc.**

Appendix 5

RETURN CONDITIONS VENEMA AUTOPARTS

VenemaAutoparts offers a 3 month warranty on parts, unless otherwise stated. This warranty applies to products that meet the conditions as described and that are returned in accordance with the general and specific return instructions.

1. Return Period for Parts

- **Delivered parts** (with the exception of electronic components) can be returned within **14 days of receipt** , provided that both the general terms and conditions and the product-specific conditions have been met.

2. Exceptions to Returns

- **Incorrectly ordered parts** cannot be returned.
- **Electronic components** can only be returned if they are damaged upon delivery, with **visible damage** caused by the shipment.
- If parts **are ordered incorrectly**, a handling fee of €9.75 (excluding VAT) will be charged.

3. Returns after 14 days

- Returns requested **after the 14-day period** can no longer be processed.

4. Return period for deposit products

- **Deposit products** , such as engines, turbos, transmissions, etc., are indicated on the invoice.
- **1 month** applies to these products .
- As soon as VenemaAutoparts receives the product within the specified period, an inspection will follow. If approved, the deposit will be **refunded within 14 days**.
- If the products are **not** returned within this period, **a deposit will be retained** (the deposit will not be refunded).
(*Please note: when returning the order, carefully follow the general and specific return instructions.*)

5. Shipping and Return Costs

- The costs for returning products (including shipping costs) are always **borne by the customer** , both for returns and for the initial delivery.

6. Labor costs

- Labor costs, such as installation or assembly of parts, will **not be reimbursed** for returns.

7. Placement of Trackers or Unauthorized Devices

- If **trackers** or other unauthorized equipment is found on or in any part (such as engines, transmissions, etc.) and or vehicle, the warranty will be void.
- Installing unapproved devices without prior permission is considered a violation of the warranty terms. Any damage caused by or related to the use of such equipment is not covered by the warranty.

General Return Instructions:

- Send your return request to aftersales@venemaautoonderdelen.nl, stating the **order number** and a brief description of the **reason** .
- Once your return request has been approved, you will receive an email from our aftersales team with a **return form** attached.
- Please complete the **return form in full** and include it with a **copy of the invoice** with the return shipment.
- Please ensure that the product is in **its original condition** and properly packaged to prevent damage during transportation.
- After receipt and approval of the return shipment, you will receive a **credit invoice** for the purchase amount and/or deposit. (*Depending on the situation, handling costs of 9.75 excl. VAT can be deducted*).
- The credited deposit will be paid out **within 14 days** .

Specific Return Instructions for Engines and Transmissions :

- **Engines and transmissions** must be securely strapped to a **pallet** .
- **Engines and transmissions must be free of fluids** . Leakage during transport is considered an environmental offence and can result in a hefty fine, which will be recovered from you in the event of negligence.
- **All attachments** must remain on the engine, unless certain attachments need to be transferred that were not supplied with the new engine you purchased.
- **The customer is responsible** for arranging and paying for return shipping.
- If the customer **does not receive the product himself** **If you wish to return** an item, please notify us within the 1-month return period via aftersales@venemaautoonderdelen.nl .
- **VenemaAutoparts** will then arrange the return, with the **costs for the customer** . After registration we will ensure that the product is collected **within 5 days** .

Appendix 6

SHIPPING AND DELIVERY CONDITIONS VENEMA AUTOPARTS

1. Processing of Orders

- We strive to process your order quickly and carefully.
- Orders for products in stock are usually shipped the same business day. Due to circumstances, this deadline cannot be met in some cases.

2. Delivery of Out-of-Stock Products

- If products are out of stock, delivery may take longer than expected.
- In case of delays we will inform you in a timely manner and provide an estimated new delivery date, although this cannot always be predicted exactly.

3. Delivery and Shipping

- Your order will be delivered by the shipper or parcel carrier, depending on the type of shipment.
- After shipping you will receive a track & trace code to track the delivery.
- In general, delivery within the Netherlands will take place the next working day after dispatch, but the exact time or day of delivery depends on the carrier.

4. Liability in Transport and Delays

- VenemaAutoparts is not liable for damage to or loss of orders and/or vehicles during transport, unless this is the result of intent or gross negligence. In the case of transport via third parties, the liability remains with the carrier, unless otherwise agreed in writing. The customer is obliged to carry out an inspection upon receipt of the order and/or vehicle and to report any damage immediately.
- VenemaAutoparts cannot accept responsibility for delays beyond its control, such as delays caused by the carrier or other external factors.

5. Additional insurance of Order

- If you do not want to take any risks, you have the option to insure your order for an additional fee. Please indicate this in writing with your order, including the desired insurance amount.

6. Questions about Shipping and Delivery

- For questions about shipping or delivery, you can always contact us. We are happy to help you. Send an email to aftersales@venemaautoonderdelen.nl