

General terms and conditions



Article 1. Applications

1.1 These general terms and conditions apply to all items and/or services supplied by Donkers VAG Parts to its customers.

1.2 Placing an order or accepting an offer means that you accept these general terms and conditions.

1.3 Any conditions of the customer only apply if confirmed in writing by Donkers VAG Parts. In the event of any conflict, the provisions of the general terms and conditions of Donkers VAG Parts shall prevail.

1.4 Donkers VAG Parts reserves the right to supplement and/or change these general terms and conditions.

Article 2. Prices and payments

2.1 All items and/or services offered by Donkers VAG Parts on this site are in euros.

2.2 All prices on the site are subject to printing and typographical errors. No liability is accepted for the consequences of printing and typographical errors.

2.3 Payments to Donkers VAG Parts can be made in the following ways:

* Payment by banktransfer. (Ideal only possible in the Netherlands)

* Payment by Paypal.

* Payment by Bancontact. (only possible in Belgium)

* Cash payment when collecting in Veghel.

* Pay by card when collecting in Veghel.

When completing the order, you can indicate how you wish to pay.

Online orders with the option to collect in Veghel must always be paid for in advance.

Article 3. Shipping and transportation

3.1 Goods will be shipped when the total purchase amount has been credited to Donkers VAG Parts account.

3.2 You can choose which transport you want. During the ordering procedure you can choose from the following options:

* Shipping with PostNL

* Pick up in Veghel

3.3 The shipment of goods takes place at the risk of Donkers VAG Parts. Or otherwise mentioned at the product.

3.4 If the buyer has entered a wrong address any additional cost will be charged to the purchaser.

3.5 Upon receipt of the order, the buyer must check the products for defects and/or abnormalities. The buyer must take minor color differences into account. (including due to color deviations displayed by the different PC monitors). If the items do not correspond to the agreement, you must contact Donkers VAG Parts as soon as possible.

Article 4. Delivery and delivery time

4.1 Orders will be sent by Donkers VAG Parts as quickly as possible. If the goods are in stock, shipment will take place the same or next working day.

4.2 If the product is not in stock, it will remain on backorder until one week after the expected delivery date. In this case, Donkers VAG Parts will contact the customer to discuss whether the backorder should remain or whether it will be canceled.

Article 5. Cancel order

5.1 Canceling a placed order is possible within 12 hours. This is due to the fast delivery which we aspire.

5.2 If you cancel the order after it has been shipped to you, you must refuse the package upon delivery.

If Donkers VAG Parts has already received payment from you, we will refund the purchase price to you after receipt of the return shipment. The shipping costs incurred will be deducted from this (only if you refuse the order at the door and have it taken away unopened by the delivery person).

Article 6. Returning

6.1 It may happen that you want to return an item. You can do this by informing us within 14 days of receipt. An exception to this are products assembled especially for you and electrical parts. These cannot be returned.

6.2 To return an item, this must be in the original (undamaged) packaging and must be undamaged and / or unused. The return shipping and additional costs are the responsibility of the customer.

6.3 If the product has arrived with us in its original condition, we will refund the purchase amount including the calculated shipping costs to your account as soon as possible. The shipping costs for returns are borne by the customer.

6.4 On used parts, the warranty is 3 months. with the exception of electronic components.

We cannot provide a warranty on electronic components.

The parts were disassembled from a car in working order. If a part does not work please contact us.

Article 7. Agreement

7.1 An agreement between Donkers VAG Parts and a customer is concluded after an order has been placed by the customer.

Article 8. Force majeure

8.1 Donkers VAG Parts is not liable if and insofar as its obligations cannot be fulfilled as a result of force majeure.

8.2 Force majeure means any external cause, as well as any circumstance that should not reasonably be at its risk. Delays or failure to perform by our suppliers, disruptions in the Internet, disruptions in electricity, disruptions in e-mail traffic and disruptions or changes in technology supplied by third parties, transport difficulties, strikes, government measures, delays in supply, negligence of suppliers and/or manufacturers of Donkers VAG Parts as well as of auxiliary persons, illness of staff, defects in auxiliary or transport equipment expressly constitute force majeure.

8.3 In the event of force majeure, Donkers VAG Parts reserves the right to suspend its obligations and is also entitled to dissolve the agreement in whole or in part, or to demand that the content of the agreement be changed in such a way that execution remains possible. Under no circumstances is Donkers VAG Parts obliged to pay any fine or compensation.

8.4 If Donkers VAG Parts has already partially fulfilled its obligations when the force majeure occurs, or can only partially fulfill its obligations, it is entitled to separately invoice the part already delivered or the deliverable part and the customer is obliged to pay this invoice as if it were a separate contract. However, this does not apply if the part already delivered or deliverable has no independent value.

Article 9. Liability

9.1 Donkers VAG Parts is not liable for damage to vehicles or other objects caused by incorrect use of the products. Products must be installed by qualified personnel.

Article 10. Complaints

We recommend that you first report any complaints to us by emailing webshop@donkersvagparts.nl. If this does not lead to a solution, it is possible to register your dispute for mediation via Stichting WebwinkelKeur. It is also possible for consumers in the EU to register complaints via the ODR platform of the European Commission. This ODR platform can be found at <http://ec.europa.eu/odr>. If your complaint is not yet being processed elsewhere, you are free to file your complaint via the European Union platform.

Article 11. Disclaimer

A lot of attention and care has been paid to the content of this website. All information has been made available by Donkers VAG Parts. Despite the constant care and attention we pay to the composition of this website, it is possible that the information published here is incomplete or incorrect. No rights can be derived from this information. If the information provided on this site contains shortcomings or errors, we will make every effort to correct them as quickly as possible. We cannot be held liable for direct or indirect damage arising from the use of the site or the information made available on or via the site.

Article 12. Privacy

Donkers VAG Parts respects the privacy of all users of its site and ensures that the personal information you provide is treated confidentially. We only use your information to process orders as quickly and easily as possible. We appreciate your trust in us and will handle your information with care.

For more information, you can read the privacy policy on the site.