

Benties Autodemontage

Benties Autodemontage - Warranty Terms and Return Policy

Warranty Terms

The warranty does not apply to electronic components, unless explicitly agreed otherwise in writing. Electronic components include, but are not limited to: ECUs, sensors, airbag modules, onboard computers, and other parts involving electronic control or functionality.

Benties Autodemontage provides a standard 3-month warranty on all used auto parts sold (mechanical, body parts, etc.), unless explicitly stated otherwise. The warranty period starts on the date of the invoice or delivery. This warranty means that the part should function properly during that period under normal intended use. Important: The warranty is only valid if the part has not been installed by the customer or any third party. In practice, this means the part should be installed by Benties Autodemontage.

If a defect occurs within the 3-month warranty period, please contact us as soon as possible. Benties Autodemontage will, if the claim is justified, either replace the defective part with a comparable, equivalent part at no charge (if available), or if no suitable replacement is in stock, refund the purchase price of the part. We may request that you return the defective part to us for inspection as part of the warranty claim process (we will provide instructions if applicable).

Warranty limitations and exclusions:

The warranty covers only the delivered part itself. No indirect or ancillary costs or damages are covered. This means that any labor charges for installation or removal, transportation/towing costs, or other consequential damages will not be reimbursed under this warranty. Furthermore, the warranty will not apply in the following situations:

- Incorrect or improper installation: Any damage or malfunction caused by faulty or incorrect installation of the part is excluded from warranty coverage. (This includes any installation performed by the customer themselves or by unqualified third parties, which automatically voids the warranty.)

Benties Autodemontage

- Unauthorized repairs or modifications: The warranty is void if the customer or any third party has attempted to repair, alter, or modify the part without our consent.
- Normal wear and tear: The warranty does not cover normal wear and tear or deterioration commensurate with the part's age and usage. In other words, expected usage wear of a used part is not considered a defect covered by warranty.
- Misuse or improper use: Defects or damage resulting from misuse, abuse, or use of the part in a manner for which it was not intended (e.g. overloading, motorsports or competition use) are excluded from coverage. The part must be used in accordance with its specifications and intended purpose.
- Vehicle modifications: The warranty is void if the part is installed on or used in a vehicle that has been significantly modified or tuned beyond the manufacturer's original specifications (for example, engine chiptuning or performance modifications). Such modifications can put abnormal stress on parts and are not covered.
- External causes: Damage to the part due to external factors (such as an accident, impact, water damage, or electrical faults like short-circuiting in the vehicle) or due to negligence (e.g. failure to maintain ancillary systems as required) is not covered by the warranty.

The warranty is non-transferable and applies only to the original purchaser of the part, and only upon presentation of a valid proof of purchase (e.g. the original invoice). This warranty is offered in addition to, and does not affect, any statutory rights you have as a consumer. In other words, your legal rights regarding product quality, fitness for purpose, and conformity to the contract remain in force alongside this commercial warranty.

Returns & Right of Withdrawal

If you purchase parts from us online or via mail order (distance selling), consumers are entitled to a 14-day right of withdrawal (cooling-off period) in accordance with EU consumer protection laws. This means you may

Benties Autodemontage

cancel your purchase within 14 days of receiving the product, without having to give any reason. To exercise this right, you must inform us of your decision to withdraw from the purchase within the 14-day period. You can do so by sending us a clear declaration (e.g. via email) stating tha...

Once you have notified us of your cancellation within 14 days of delivery, you then have an additional 14 days to return the product to us. If you cancel the purchase under this right of withdrawal, we will refund all payments you have made, including the standard outbound shipping costs (if any) for delivering the item to you. This refund will be processed without undue delay and in any case no later than 14 days from the day we receive your withdrawal notification. We reserve the right to wait with ...

Refunds will be made using the same payment method that you used for the initial transaction, unless otherwise agreed. In any event, you will not incur any fees as a result of the reimbursement. Please note that the direct cost of returning the goods will be borne by you (the customer). You are responsible for sending back the product to the return address we provide. Ensure that you dispatch the product without undue delay, and in any case no later than 14 days after the day on which you communicated ...

The return is timely as long as you send the goods before the 14-day return period has expired. We strongly recommend using a trackable and insured shipping method for the return. Keep proof of dispatch, as you are responsible for the shipment until it reaches us. During the initial 14-day cooling-off period, you may inspect the part to determine its nature, characteristics, and functioning, just as you would be able to do in a physical store. However, if you use or install the part beyond what is nec...

To exercise your right of withdrawal, you must send us an unequivocal notice of cancellation within the 14-day period. The easiest way is to contact us by email or through the contact form on our website, stating your order number, the part in question, and that you wish to withdraw from the contract. You may (but are

Benties Autodemontage

not obligated to) use the standard EU model withdrawal form for this purpose. Once we receive your withdrawal request, we will confirm it and provide you with return instructions. Please...

After we have received the returned product (or you have supplied evidence of having returned the product), we will process your refund promptly. Typically the refund will be issued within 14 days of your cancellation notification, provided the item has been received back in proper condition. We will refund the full purchase price of the part including any standard delivery charges that you paid as part of your order. (If you returned only part of an order, the initial delivery cost may not be refund...

Exclusions of the right of withdrawal:

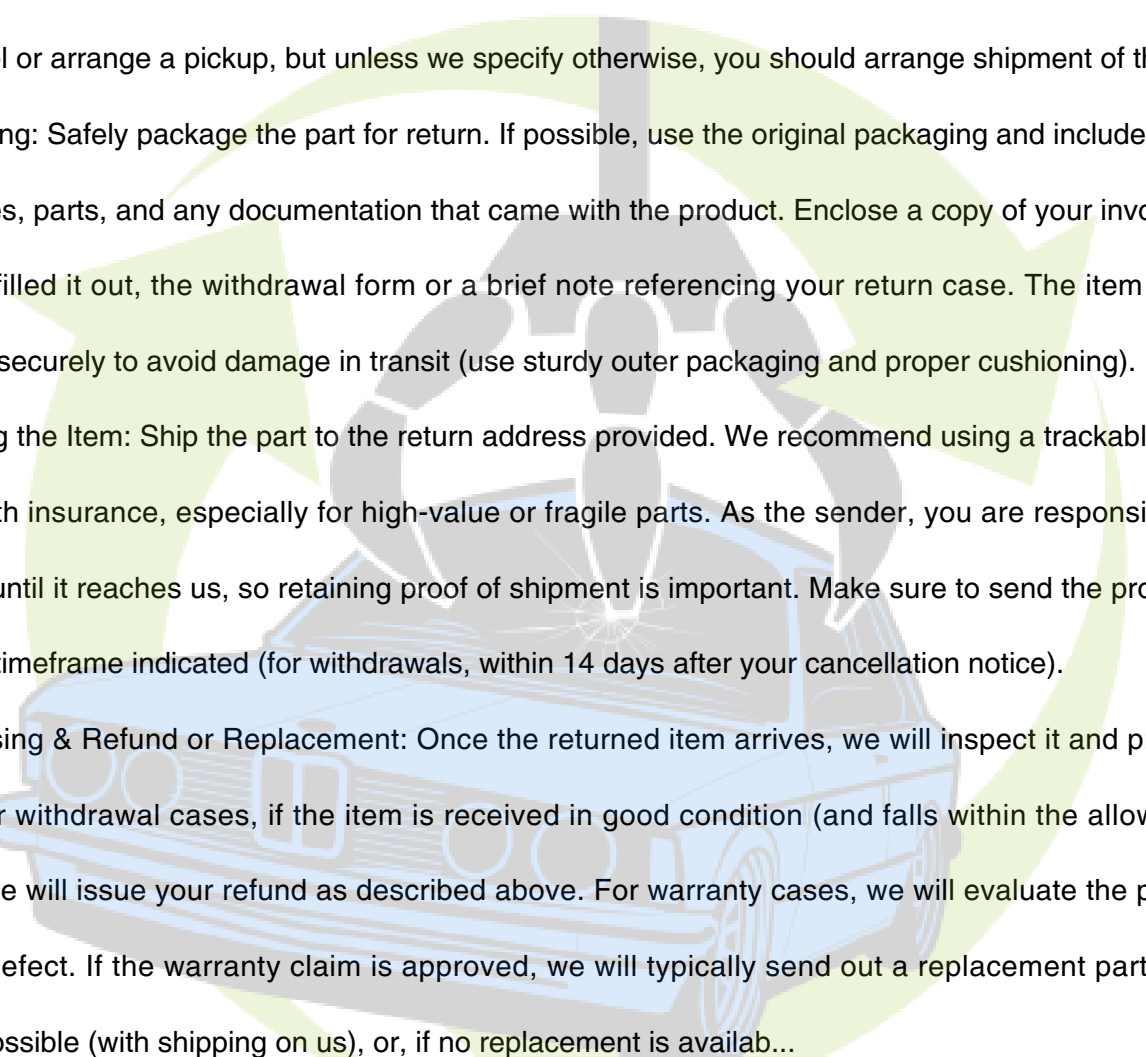
The right of withdrawal applies only to consumers (private individuals purchasing outside of their trade or profession). If you purchased the part in the course of a business or on behalf of a company, this consumer right does not apply. Additionally, certain products or situations may be exempt from the 14-day withdrawal right under EU law - for example, custom-made items or special orders made to your specifications. If any such exception applies to your purchase, we will inform you in advance ...

Return Procedure

We strive to make the return process as straightforward as possible. Whether you are returning a part due to exercising the 14-day cancellation right or for a warranty claim, please follow these steps:

1. Contact Customer Service: Before sending anything back, please contact Benties Autodemontage (preferably via email or our website contact form) to notify us of the return. Provide your order/invoice number, the part(s) you wish to return, and the reason for return (e.g. withdrawal within 14 days, or a warranty defect). For a warranty claim on a defective part, please describe the issue and include photos if available.

Benties Autodemontage

- 
2. Await Instructions: We will respond with confirmation of your return request and provide instructions, including the return address to send the item to. In some cases of warranty claims, we may provide a prepaid return label or arrange a pickup, but unless we specify otherwise, you should arrange shipment of the return.
3. Packaging: Safely package the part for return. If possible, use the original packaging and include all accessories, parts, and any documentation that came with the product. Enclose a copy of your invoice and, if you have filled it out, the withdrawal form or a brief note referencing your return case. The item should be packaged securely to avoid damage in transit (use sturdy outer packaging and proper cushioning).
4. Shipping the Item: Ship the part to the return address provided. We recommend using a trackable shipping service with insurance, especially for high-value or fragile parts. As the sender, you are responsible for the shipment until it reaches us, so retaining proof of shipment is important. Make sure to send the product back within the timeframe indicated (for withdrawals, within 14 days after your cancellation notice).
5. Processing & Refund or Replacement: Once the returned item arrives, we will inspect it and process the return. For withdrawal cases, if the item is received in good condition (and falls within the allowed return criteria), we will issue your refund as described above. For warranty cases, we will evaluate the part for the reported defect. If the warranty claim is approved, we will typically send out a replacement part to you as soon as possible (with shipping on us), or, if no replacement is availab...

If you have any questions about the warranty or return process, please do not hesitate to contact us. We are here to assist you and ensure you are satisfied with your experience. Note: These terms are governed by the laws of the Netherlands. In case of any disputes, we will strive to resolve them amicably. These return and warranty conditions are to be read in conjunction with, and are not intended to limit, any rights you have under applicable law. Nothing in these terms affects your statutory rights ...