

SHIPPING - DELIVERY - RETURN CONDITIONS VENEMAAUTOPARTS

SHIPPING AND DELIVERY CONDITIONS

VENEMAAUTOPARTS

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

RETURN CONDITIONS VENEMAAUTOPARTS

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**.