

## **GENERAL WARRANTY CONDITIONS VENEMA AUTOPARTS**

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** : Engine warranty conditions apply as described in the engine warranty conditions. **See Appendix 1**
  - **Transmissions** : Transmission warranty conditions apply as described in the transmission warranty conditions. **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 an explanation, please consult the 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.

## 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 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. 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 BODY PARTS:

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

### 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.**