



## TERMS & CONDITIONS – BGB AUTOPARTS

Version 2025 – Sales, Engine Rebuilds, Parts & Return Policy

### 1. Applicability

These terms and conditions apply to all deliveries, sales, engine rebuilds and related transactions carried out by BGB Autoparts, unless otherwise agreed in writing.

### 2. Inspection before purchase

The buyer is fully responsible for checking part numbers, engine codes, and compatibility before purchase.

### 3. Warranty

- Rebuilt engines come with a 12-month or 25,000 km warranty, whichever occurs first.
- The warranty only covers defects that can be proven to result from the rebuild process (assembly or manufacturing faults).
- No warranty is given for: electronic components (such as sensors, ECUs, wiring), consequential damages (labour, transport, rental cars), or damages caused by improper use, lack of maintenance, or contamination of components (turbo, EGR, fuel or cooling systems).
- Warranty becomes void in case of incorrect installation, programming errors, water damage or power surges.

### 4. Installation & Ancillary Equipment

The customer is responsible for proper installation by qualified personnel. All related components (injectors, turbo, EGR, intercooler) must be cleaned or replaced before installation. Damage caused by improper installation, contamination, overheating or defective ancillary equipment is excluded from warranty.

### 5. Return Policy

Returns are only accepted after prior contact and written approval by BGB Autoparts. Returned items must be complete, undamaged and in their original packaging. Unauthorized returns will not be accepted. Shipping costs are the customer's responsibility.

### 6. Non-returnable Items

The following items cannot be returned: electronic parts (ECUs, modules, sensors, ignition coils, alternators, starters, etc.). Items that have been installed, opened, or programmed, as well as custom or special orders, are excluded.

### 7. Incorrectly Ordered Parts

If a part does not fit due to customer error, no free return is granted. Return is only possible upon approval by BGB Autoparts, provided the item is unused and undamaged. A restocking fee of 15% applies (minimum €15). Shipping costs are borne by the customer.

### 8. Inspection Costs for Warranty Claims

If an engine or part is submitted for warranty inspection, BGB Autoparts reserves the right to charge diagnostic costs. These will be refunded if the claim is valid. If inspection shows the issue is caused by incorrect installation or misuse, costs remain the responsibility of the customer.

#### 9. Maintenance & Oil Usage

The customer must use the correct oil and coolant according to manufacturer specifications. Warranty becomes void if wrong or insufficient oil is used, or if maintenance is neglected.

#### 10. Repair Time & Delays

All indicated delivery or repair times are estimates. BGB Autoparts will make every effort to deliver within a reasonable time frame. Delays caused by parts suppliers or unforeseen circumstances do not entitle the customer to compensation or cancellation.

#### 11. Payment & Ownership

All deliveries remain property of BGB Autoparts until full payment has been received. Payment of the invoice implies acceptance of these terms and conditions.

#### 12. Liability

BGB Autoparts shall not be liable for any indirect or consequential damages, including labour costs, transport, loss of income or damage to ancillary components. Liability is limited to the invoice amount of the concerned product or engine.

#### 13. Post-Rebuild Maintenance Obligation

After delivery of a rebuilt engine, the customer must replace engine oil and oil filter within 1,000 km. Failure to perform or prove this maintenance (invoice or evidence) voids any warranty. Any resulting damage due to neglected maintenance is fully the responsibility of the customer.

#### 14. Governing Law

All agreements are governed exclusively by Dutch law. Disputes will be handled by the District Court of Gelderland, Nijmegen location.

#### 15. Contact

For return requests or inquiries about orders, please contact BGB Autoparts through the usual communication channels.

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