



## **ADDITIONAL CONDITIONS**

### **CONDITIONS RETURNING GOODS:**

- The returning of goods will only take place after our approval, and within the period of 14 days after the invoice date. The goods have to be send free of charge.
- We will deduct the transport costs that we have made with the credit note if applicable, or send you an invoice for these costs.

### **CONDITIONS CLAIMING GOODS:**

- The goods delivered by us are covered by the manufacturer's warranty. You can contact us to obtain information about warranty and restrictions from the manufacturer.
- Warranty requests need to be reported in advance with mentioning the kind of claim, pictures and serial number(s) of the claimed good(s) .
- We will first send your claim request with the details to the manufacturer per e-mail. However, when further research is necessary, the inspection will take place in our warehouse. If this is applicable, the good(s) need to be send to us free of charge, with reporting of the name of the sender, the date and marking of the defect.
- It is recommended to send us a short report with a description of the problems. The assessment of the claim request is easier and will ensure a faster handling in practice.
- Unclear claims without a proper description of the problem as well as non-valid claim requests will not be handled by us. Costs incurred for transport and inspection will be invoiced to you.
- If a claim request is not honoured, the concerning good will be returned to you "not free of charge".
- The manufacturer's warranty only applies to the product, any additional costs or consequential damage are for your own account.
- If you request a new tyre, inner tube, wheel, etc. as a replacement of a warranty, this will be normally invoiced. Submitting a warranty request will not absolve you of your payment obligations. After the approval of the claim a warranty fee will be determined by means of a credit note which you can deduct with future invoices.