

TERMS OF RETURNS

Returns are registered at proparts.dev with fully filled in information. Once registered, a return number is created, please include this number in the package with returned goods. The customer arranges shipping.

All items returned must meet these conditions:

1. The product must not be mounted or used.
2. The product must be complete and returned in the same condition as received.
3. The product must be returned in its original carton without damage.

Returns accepted according to the terms described in this document are refunded as follows:

- Items returned up to 30 days after the delivery date will be refunded in full.
- Items returned within 30-90 days after the delivery date will be refunded to 75% of the original amount.
- Items returned more than 90 days after the delivery date will not be accepted.*
- Items returned with a damaged carton or missing original carton will be returned to the customer or in some cases refunded to 75% of the original amount. Return staff at Professional Parts Sweden AB decides this from case to case depending on the damage.*
- Items with visible marks after attempting assembly are not approved, these are returned to the customer or discarded.*
- Parts of Original brand (for example Volvo genuine or SAAB genuine) and specially ordered parts (a part that Professional Parts Sweden AB does not have normally in their range, and has been specially ordered based on a customer's request) are not acceptable as returns.*

In certain cases where the customer has received the wrong item, Professional Parts Sweden AB will help arrange the return shipping upon notification.

In other respects, Professional Parts Sweden AB's general Terms and Conditions apply, which can be read by following this link:

https://www.proparts.se/dokument/bibliotek/File/Purchase_terms_en.pdf

* The customer is contacted by email via the return system's built-in chat function whether the customer wants us to return or discard the item. After 14 days of non-response, Professional Parts Sweden AB reserves the right to discard the product with no right to a refund.