

Return Policy

For a valid guarantee the following documents and information are required:

- 1)VENPd's invoice of sale.
- 2)Our dealer's/representative's invoice.
- 3)Vehicle's plate number(by the authorized local transport office).
- 4)Kms/Miles between part's installation and when the problem occurred.
- 5)Vehicle's VIN, on which our product has been installed.
- 6)Electric/electronic parts are not covered by any guarantee therefore returns are not acceptable.

Terms of Sale

- 1)VENPd is not responsible for any delivery delays caused by suppliers, therefore any compensation is not possible.
- 2)All our products are available and distributed in our shop unless a different agreement has been arranged.
- 3>Returns should be conducted within 30 days from the date of the sale and always after VENPd's permission.
Returned products should be in a perfect condition and in their initial package.
If the product is a repair kit, all the parts of the kit should be in place.
- 4)Return cost goes to the buyer.
- 5)Products which are returned damaged or not in their initial package are not indemnified unless VENPd's technical department evaluates that a reduced value could be implemented.
- 6)Guaranties and replacements are not applicable when:
 - a)Damage or waste due to a normal use of a product,
 - b)Damage or waste due to inefficient maintenance or storage,
 - c)False usage,
 - d) Usage of inappropriate liquids or gases,
 - e)Wrong flow or pressure,
 - f)Wrong installation,
 - g)Problematic electrical voltage,
 - h)Installation or modification without following(or ignoring) manual instructions,
 - i)When external reasons (f.e. accidents,bump,thunderbolt etc)have caused a damage,
 - j)Defects and effects due to interaction or installation by a not approved repairer or workshop.