	<p>DOCUMENT</p> <p>General Return and Cancellation Conditions for Parts</p>	<p>Date : 2022/06/23 Version : 02</p>
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General conditions of return and cancellation HAMOFA BV

ONLY VALID FOR SPARE PARTS - NO ENGINES

If the product we deliver is not to your liking or does not fit your engine, then we are naturally very disappointed. Of course we would like to solve this as soon as possible!

RETURNS

Within **7 days** of delivery, you can submit a return request for the component in question in accordance with the following procedure. This method applies only to spare parts and not to engines, generators or other machines.

Please note:

- Return or repatriation of delivered parts can only take place after receiving **explicit** and **written consent** from Hamofa BV
- Parts that are returned without prior written approval do not qualify for reimbursement or replacement.

Our return service is only available for products that meet the following conditions:

- The part is complete, in original condition and undamaged.
- The part has original labels, tags and/or cards.
- The part is in the original undamaged packaging.
- The part has not been used.

If the item does not comply with the above conditions or if the item was listed as "Special order" at the time of the offer, returns are unfortunately not possible.


Reasons for return* :

1. The part is damaged or found to be defective upon delivery.
2. You have ordered the wrong part.
3. You have ordered the correct part, but it does not fit your engine.
4. Other reasons.

WORKING METHOD :

How to return your order / product ?

- 1) You can easily submit your return request within 7 days of receipt via the [link on our website](#).
- 2) After submitting your return request, it will be processed and we will endeavour to respond within **2 working days**.
- 3) Upon approval of your return request, you will receive a reference code from us. You must state this on the package / add it to the package.
- 4) Once you have dispatched the package, we would like to receive the tracking code so that we can follow up on your package and it will not get lost.

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Costs for returning your order / product

Return reason (*1) - damaged or defective on delivery :

- 1) Upon approval of your return request, you will receive a shipping label by e-mail from us with which you can return the part free of charge*.
- 2) We will send you the new part (without shipping costs) after receiving the damaged / defective one.

Other reasons for return (*2 / 3 / 4) :

- 1) The shipping costs for the return shipment shall always be borne by the customer. Cash on delivery parcels are not accepted.
- 2) A 20% handling & administration fee* will be deducted from the refundable purchase price at any time.
- 3) You will not receive a replacement part. Of course, we look forward to receiving your new order.

*Additional condition

We reserve the right to charge additional costs (with a minimum of € 12.50) on top of the handling & administrative costs after inspection upon receipt, depending among others on the actual condition of the item and packaging upon return.

CANCEL

If it is a stock item (listed on our website) you can cancel your order in our web shop up to **max. 12 hours** after your order, however no later than **08:00 AM on the day following the order**, free of charge by sending a written message to store@hamofa.be stating your name, the e-mail address you used to place the order, the order number (and, in the case of a partial cancellation, the relevant part numbers)

After the expiry of this period, cancellation of a current order is not possible. The product ordered by you will be processed and delivered to you as agreed (except in cases of force majeure). You then have the option of returning the goods in accordance with the Returns Procedure.

- Products that have to be ordered specially for you cannot usually be cancelled. Should you wish to cancel this order, you must do so by sending a written request to store@hamofa.be. In consultation with our supplier(s), there will be a charge of between 25% and 100%.
- Exception: If delivery is not possible within 30 days (except in cases of force majeure), you will receive an e-mail from us. Your order can be cancelled free of charge within 12 hours of receipt of this information by means of a written response to this e-mail.

Applicable law:

The Dutch language version of the General Conditions of Return and Cancellation shall always prevail over a foreign-language version.

In the event of a dispute regarding the procedure, delivery or payment, as well as regarding the application and interpretation of our General Conditions of Return and Cancellation, the parties acknowledge that the jurisdiction of the courts of the Arrondissement of Hasselt shall apply. Belgian law shall apply.