

Returns

We are happy to help.

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Do you have a part that does not fit, was delivered defective, was damaged during transport, or you no longer need? Then we will gladly look for a proper solution together with you.

- We collect the product from you or take it with us during the next delivery.
- You can register a return up to 30 days after the invoice date.
- Registering a return and return transport are free of charge. The credit amount may differ per item status in the webshop.

The part is..

Not suitable for the vehicle or no longer needed

Delivered damaged or defective?

Was the part selected using the license plate or chassis number?

NO

Is the part listed under our return exceptions? Go to page 4.

YES

Sorry to hear that, and our apologies for the inconvenience. Register the item as a return and include the license plate or chassis number in the return request.

We are happy to help you with a suitable part. Continue to step 4.

YES

Unfortunately, we cannot take the product back. Please contact us and we will gladly think along with you to find a solution.

NO

Register the item as a return via the webshop. If you need a replacement part, we are happy to help.

Register a return online

Go to the returns page in the webshop and register your product(s).

Exceptions

Some parts cannot be returned.

We do not accept returns for the following items:

- Batteries
- Genuine parts
- Body panels, bumpers and towbars
- Exhaust parts
- Tools and workshop equipment
- Items with the label sale () in the webshop
- Parts for which the plastic seal has been opened. This often concerns electrical parts

What we mean by genuine parts

Genuine parts are parts from the car brand itself. Examples are Toyota, Volkswagen and Fiat.

Parts from brands such as Textar, Valeo and SKF are not included.

Not sure whether a part can be returned? Please contact us. We will check it for you right away.

Can it be returned?

Sometimes a part needs to be returned to us. No problem. You have up to 30 days after the invoice date to register the return via the webshop.

We prefer to receive parts unused, undamaged, complete and ideally in the original packaging. If this is not the case, Molco may decide not to accept the return or to apply a lower credit.

Returns for warranty fall outside this rule. In that case, we will contact you about the next steps.

Registering a return and return transport are free of charge. We cover these costs. The credit amount may differ per item status in the webshop.

100 percent credit

For items with the status **Directly available** in the webshop. When returned in original condition, you receive 100 percent credit.

Conditions: complete, unused, undamaged and in the original packaging.

Example: purchase amount 100 euros, you receive 100 euros credit.



85 percent credit

For items that are not available immediately and show a delivery time status, such as **Available 1-2 working days**, **Available 1-3 working days**, **Available 4-5 working days** or **Available 5-7 working days**.

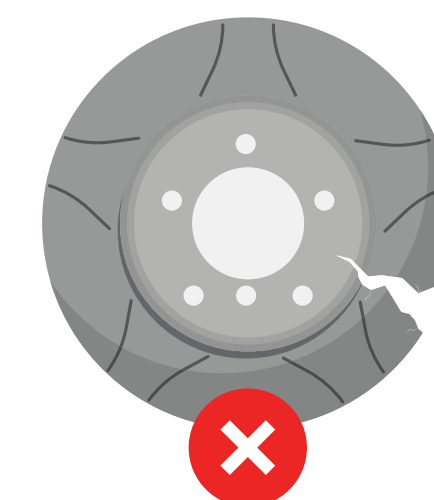
When returned in original condition, you receive 85 percent credit.

Conditions: complete, unused, undamaged and in the original packaging.

The remaining 15 percent is a fixed fee for special purchasing, handling and administration.

Example: purchase amount 100 euros, you receive 85 euros credit.

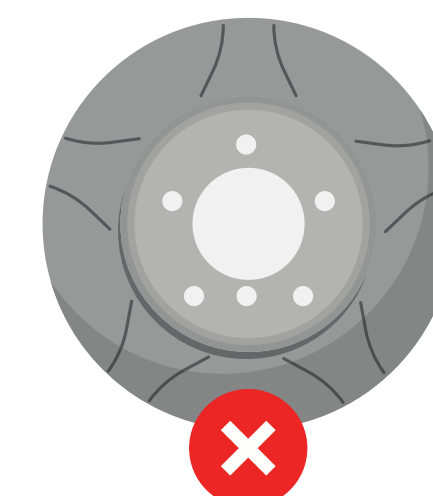
Cannot be returned:



Damage or wear not caused by transport



Dirty or used



Incomplete or without packaging

Sending your return

The part can be returned, what happens next?

You have registered the return via the webshop
via My profile, Returns and warranties, Register a return.



Our returns department has informed you that the product can be returned.



Print the return note you received and include it with your return shipment.



How can the return be sent to Molco Car Parts?

Return via DHL

Do you receive your shipments via DHL, UPS or another shipping company?

We schedule a return pickup with DHL. DHL usually collects the package the next working day.

Make sure the package is ready.

Bring it yourself

Can you bring the return to us yourself?

Hand in the package together with the return note at our counter. We will make sure it is processed correctly.



Attention!

Parts you send back must always be packed in an outer box.
This prevents the original packaging from being damaged during transport.