

Returns.

We are happy to help you

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Does a part not fit what you have purchased? Was it delivered faulty? Damaged along the way? Or do you simply no longer need the part? At Molco Car Parts, we are happy to help you find the right solution.

- We will make sure the product is collected from you.
- Returns can be made up to 30 days after the date of invoice.
- Returns are always free of charge for you, as a customer.

The part is...

not suitable for the vehicle or no longer required.

Damaged/faulty delivered?

Was the product picked out by registration number or chassis number?

NO

Is the part among our exceptions? (Page 4)

YES

Apologies for the inconvenience. Please register the item return stating the registration number or chassis number.

We will be happy to help you find a suitable part.

YES

Unfortunately, we cannot take the product back. We will be happy to help you find a suitable solution.

NO

Report the article for return through the webshop. If a replacement part is required, we will be happy to help you.

You can register your return through the webshop.

Go to "my profile" > "returns and guarantees" and click on "Submit return"

Exceptions.

Some parts we do not take back.

We do not take back the following parts:

- Batteries
- Original parts
- Bodywork parts (*Sheet metal and damaged parts*)
- Exhaust parts
- Parts that are labelled "SALE" in the webshop.
- Parts from which the plastic seal has been opened. (*often electrical parts*)
- Parts we do not supply to you from our stock.
(*Parts we do not have in stock are indicated on the webshop with "Available 1-2 working days", "Available 1-3 working days", "Available 4-5 working days" and so on*)

Please **contact us** when in doubt about whether a product may be returned.

May it be returned?

It can happen that a part has to be returned to us. This is of course no problem. You have up to 30 days after the invoice date to register the part for return on our webshop.

We do like to receive the parts back in their original state and packaging (if reasonably possible). If this is not the case, we may decide not to take the part back.

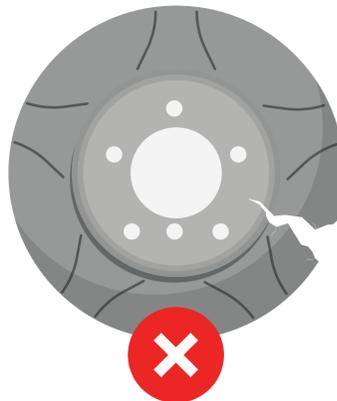
(Parts returned for warranty are excluded from this rule)

100% purchase amount refunded:

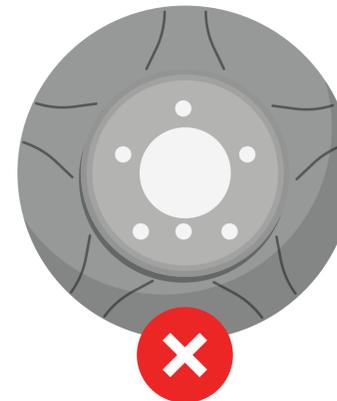


Complete, in original state and packaging

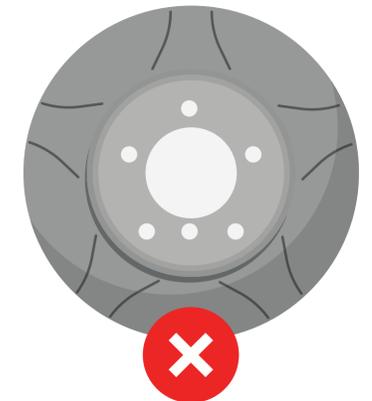
May not be returned:



Damage or wear caused by anything other than transport.



Dirty or used



Incomplete and/or without packaging

Returning your return.

The part may be returned, now what to do?

You have submitted the return through the webshop.
through " my profile" > "returns and guarantees" > "Submit return".



You have received notification from our returns department that the product is allowed to be returned.



Print out the return form you received and attach it to your return shipment.



How to send the return to Molco Car Parts?

Return by overnight delivery

Do you use overnight delivery?

Stick a return sticker from Nightstar on the parcel and place it on/in the delivery location.

The next delivery will include the return.

Return by DHL

Do you have your shipments delivered via DHL?

We will schedule a return delivery with DHL.

DHL will then often come by the next working day to collect the shipment.

Make sure the return is ready for quick processing.

Bringing it back yourself

Are you able to return the return to us yourself?

Hand in the return along with the return form to our counter and we will make sure it is processed properly.



PLEASE NOTE! Parts that you return must always be packed in an outer box. This is to prevent damage to the original packaging.