

Warranty

We are happy to help you

Warranty.

Warranty period

- Our private labels Ashuki and Palidium are subject to a 3-year warranty. *With the the exception of all electrical parts (1 year) and turbos (2 years).*
- At Molco, we follow our suppliers' standard warranty periods. In many cases, this is 2 years as standard. *Excluding electrical parts.*
- Batteries from Varta come with a 2-year warranty and batteries from Yuasa come with a 1-year warranty.
- We offer no warranty on original parts.



**PLEASE
NOTE!**

The warranty starts after date of invoice

Warranty.

Excluded from warranty compensation are:

- Rental costs, costs for alternative transport, travel and accommodation costs arising as a result of the faulty article.
- All labour costs for work undertaken by a private individual.
- Vehicle recovery costs.
- Any diagnostic costs.

Restitution

- If labour is compensated, a labour fee of €40 per hour is charged for it.
- The amount of hours charged will be paid according to the prescribed times by the car manufacturers.

Warranty.

Appraisal by third parties

- For warranty claims above € 500, we will have an appraisal carried out by an independent appraisal firm. The vehicle may not be repaired without prior written permission from Molco. If the appraisal firm approves the claim, the appraisal costs will be covered by Molco.
- If the claim is rejected by the appraisal firm, Molco will charge you 50% of the appraisal costs incurred. The outcome of the appraisal by the appraisal firm is binding on all parties.



PLEASE NOTE!

Claims may only be submitted simultaneously with the warranty registration. Claims registered after the submission of a warranty claim will unfortunately no longer be processed.

Step 1

Warranty requests on the website Step by step

Go to **Overview returns** under 'My profile'.
This will take you to the page below.
Then click on 'Warranty login'.

Home > My account > Overview returns

My Profile

Change password

Address book

Order history

Invoice overview

Retouren overzicht

Return log in

Overview returns

View your return requests or make a new return request

Return Notification

RETURN LOG IN

WARRANTY LOGIN

DEPOSIT REGISTRATION

Returns

Year 2022

Step 2

Warranty requests on the website Step by step

Click on the item you wish to request warranty for and then on 'Confirm'.
You will now be taken to a page where you need to fill in various information.
Fill in the information as accurately as possible and click on 'Save'

Home > My account > Overview returns > [Warranty application](#)

My Profile

Change password

Address book

Order history

Invoice overview

Retouren overzicht

Return log in

Warranty Login

Deposit registration

Warranty application

Select an item to apply for warranty

[Bekijk hier ons garantiebeleid](#)

Eligible Items

Search by item number or invoice number



Article number	Description	Invoice number	Invoice date	Number of	Price per piece	Total price	Not returned
0402-4010	Interieurfilter	VGf0378848	10-03-2022	1	€4.11	€4.11	1
0366-6050	Klepdekselpakking	VGf0378850	10-03-2022	2	€5.25	€10.50	1
0 001 120 400	Startmotor	VGf0378851	10-03-2022	1	€110.56	€110.56	1

Step 3

Warranty requests on the website Step by step

Check the item you are requesting the warranty for.
Select the method of Shipping and fill in your Details if necessary.
When you have completed the details, click 'Selected Sending'.

Home > My account > Overview returns

My Profile
Change password
Address book
Order history
Invoice overview
Retouren overzicht
Return log in
Warranty Login
Deposit registration
Bonus punten

Overview returns

View your return requests or make a new return request

Unsent return requests

<input type="checkbox"/>	Return type	Article number	Invoice number	Edit	Remove
<input checked="" type="checkbox"/>	Warranty	801 016	VGf0378859		

Shipment *

Collection via delivery service

Select your address

Select address from my book

Pick up address

Company

Street address *

First name Last name

City * Postcode *

Phone number

Country *

SELECTED SENDING ↗

Step 4

Warranty requests on the website Step by step

Once you have completed all the previous steps, you will receive an Mail from our return department with the Return Form and follow-up steps as soon as possible.

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.

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PLEASE NOTE!

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