

Terms and Conditions - v42

elektro-parts

25-11-2023

Terms and Conditions
For private person and companies

When you place an order with Elektro Parts (www.elektroparts.nl), you automatically agree to the following terms and conditions. Elektro Parts is also referred to as 'us', 'we' and 'our' in these terms and conditions.

Product range

The electrical and electronic parts and components offered by Elektro Parts (referred to as 'parts' in these terms and conditions) are new or used.
Used parts are collected from dismantled functional installations and so we assume these are still in working order. In the unlikely event that they do not work, we will gladly refund the amount invoiced and repay the shipping costs.
Used parts may show signs of wear due to normal use.

Many of the parts Elektro Parts offers often come from warehouse clearance sales or bankruptcy auctions. These parts do not always come in their original packaging and may show signs of having been stored in a warehouse.

We deliver all parts as shown in the photo(s) and as described in the product description.

Order confirmation (Per 01-04-2022)

As soon as you place an order with Elektroparts, you will receive an order confirmation by email. On the order confirmation you will find an overview of the ordered items and the costs thereof, including shipping costs and possibly VAT.

The VAT regulation:

- If you use a shipping address in a country that falls outside the EU rules, you do not owe VAT.
- If you use a shipping address outside the Netherlands but within a country to which the EU rules apply and you state your VAT number, you do not owe us VAT, but you must pay it in your own country as VAT on import.
- If you use a shipping address outside the Netherlands but within a country to which the EU rules apply and you have not entered a VAT number, the EU VAT unisystem applies to us. We must then apply the VAT rate of your country. These VAT amounts received by us go via the Dutch tax authorities to the tax authorities of your country.
- If you use a shipping address in the Netherlands, we will charge the Dutch VAT. Companies with a Dutch VAT number can deduct the VAT amount paid from their VAT return.

Orders in which the requested information has not been entered correctly will be canceled by us.

Packaging

When you place an order with Elektroparts, you not only buy the article, but also the article packaging and the transport packaging. You are responsible for environmentally friendly processing or reuse of this packaging. The resulting costs are for your account.

Payment

You can pay for an order you place with Elektro Parts using any of the following methods: iDeal, Bancontact Mister Cash, credit card, SOFORT, PayPal and Apple Pay. Follow the steps on the website. Our partner for these payment services is Mollie.

You can also pay the invoiced amount to our account directly: NVR Service & Advice Ridderkerk Netherlands – IBAN: NL 59 SNSB 0902833677 – SWIFT/BIC: SNSBNL2A. Payments must be made in advance.

We will ship your order as soon as we have received full payment for this and send you an email once it's been shipped.

Shipping / No collection

We only ship orders: customers cannot collect these at our location.

Elektro Parts is an online shop; we do NOT have a showroom and you cannot visit us to see or discuss parts.

Delivery costs

Delivery of parts to addresses in the Netherlands costs €11,75.

You can see the costs for delivery to other countries in Europe and international delivery here.

Delivery within the Netherlands

We generally use PostNL, DHL and DPD for delivery of our shipments. Orders placed on business days before 12:00 will be shipped the same day. The standard delivery time is one to two business days.

You will receive an email with a tracking code once your order has been shipped.

We have no control over parcel delivery once we have handed over your order to the parcel delivery service and depend on them completely for the delivery and further service.

International delivery

For delivery to addresses outside the Netherlands we generally use PostNL, DHL or DPD. The order will be shipped within two business days and the delivery time depends on the destination, varying between 1 and 15 days.

You will receive an email with a tracking code once your order has been shipped.

We have no control over parcel delivery once we have handed over your order to the parcel delivery service and depend on them completely for the delivery and further service.

For all orders

We only ship orders once payment has been received.

Right of withdrawal

You have the right to cancel your order up to 30 days after receipt without giving any reason. After cancellation you have another 14 days to return your order.

If you exercise your right of withdrawal, you must return the product with all accessories supplied and - if reasonably possible - in the original condition and packaging to Elektro Parts.

At Elektro Parts it is possible to return too many or incorrectly ordered parts. This can also be done within 30 days of receiving your order.

We would appreciate it if you informed us of your intention by telephone: +31(0)6-10501739 or by e-mail: info@elektroparts.nl.

Please note that the return costs are at your own expense.

Private: After receipt and inspection in our warehouse in Ridderkerk, the Netherlands, we will refund the invoice amount to you within 14 days to the account number known to us.

Company: After receipt and inspection in our warehouse in Ridderkerk, the Netherlands, we will refund the item amount within 14 days to the account number known to us.

You can send your return to:

Company: Elektro Parts
Street: Pruimendijk
Number: 126
Postal code: 2989AK
City: Ridderkerk
Country: the Netherlands

Please include a copy of the packing slip in the packaging and send it to us by e-mail: info@elektroparts.nl name of the parcel service and the TRACK&TRACE code

If you have received an incorrect part or a part that does not work properly, we will refund the invoice amount and the return costs.

Complaints

It can always happen that something does not go quite as planned. If you have a complaint, let's see first if we can solve it together. You can contact our customer service desk on +31(0) 61 050 1739, or you can send an email to info@elektroparts.nl. Always state the invoice number and the item code if requested/available.

Elektro Parts will do its best to resolve your complaint to your satisfaction within 3 working days.

If this does not result in a suitable solution, you can ask eCommerce quality certifier Stichting WebwinkelKeur to mediate in the dispute. You'll find their website at <https://www.webwinkelkeur.nl/consument/geschil/>.

From 15 February 2016, EU consumers may also register complaints via the ODR platform provided by the European Commission, which you can find at <http://ec.europa.eu/odr>. You can register your complaint via the ODR platform as long as it is not yet being handled elsewhere.

The ODR platform also provides information about safe online shopping in Europe.

Warranty

Unless stated otherwise in the parts description, you have a one-year (365-day) Elektro Parts warranty on the parts Elektro Parts sells.

Damage during delivery

When dispatching orders, Elektro Parts complies with the terms and conditions of service of the parcel delivery company. If you receive a damaged shipment, we request that you inform Elektro Parts about this within 48 hours of receiving the damaged shipment. We will then make arrangements with you concerning returning the shipment and either replace your products free of charge or refund the amount charged.

Agreement

If your order has not been delivered within four weeks of Elektro Parts receiving full payment as stated on the order

confirmation, you have the right to dissolve the agreement with us and you can request a refund of the amount you paid.

Liability

Elektro Parts assumes that you as a customer have adequate knowledge to handle the ordered part or parts safely and responsibly. If not, we advise you to call in an expert who does.

Elektro Parts is not liable for injury to persons or damage to vehicles or other property that occurs through the use of our parts. Read the instructions on the packaging and/or consult the manufacturer's website before using the part or parts.

If you would like to receive a print copy of the Elektro Parts terms and conditions, please let us know via our contact page or send us an email at info@elektroparts.nl and we will arrange this.