Terms and Conditions - v57

elektro-parts 29-09-2026

General terms and conditions of NVR Service & Advice, Trade name Elektroparts

If you place an order with Elektro Parts (www.elektroparts.nl) you agree to the following (delivery) conditions.

Elektroparts sells new and used electrical components to businesses in Europe.

Assortment
The electrical components offered by Elektro Parts are new or used.
The used components have been dismantled from installations that have stopped working, so we assume that they are in order. In the unlikely event that they do not work, we will refund the invoice amount and any return shipping costs to you.The used components may contain traces of use.

The new components offered by Elektro Parts often come from warehouse clearances or bankruptcy.
The original packaging is no longer always present, these components may contain warehouse traces.

We supply all components as shown in the photo(s) and described in the article description.
We do not supply data sheets, HS codes or weights of the items we sell.

Order confirmation
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 articles 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 regulations, you do not owe VAT.
• If you use a shipping address outside the Netherlands but within a country to which the EU regulations apply and you state your VAT number, you do not owe VAT to us, 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 regulations 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 calculate the Dutch VAT. Companies with a Dutch VAT number can deduct the paid VAT amount from their VAT return.

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

Payment
You can pay at Elektro Parts using one of our payment options.
You can also transfer the invoice amount in advance to account: IBAN: NL 59 SNSB 0902833677 SWIFT/BIC: SNSBNL2A in the name of NVR Service & Advies Ridderkerk Nederland.

As soon as the total amount of your order has been received, your order will be sent. You will receive an email message when your order has been sent.

Shipping - Collection
All orders are sent by us, collection is not possible.

Shipping costs
Shipping your order within the Netherlands costs € 13.75
The costs of shipping your order within Europe see the page shipping costs per country

Shipping within the Netherlands
We ship by default with PostNL/DHL/DPD. Items ordered on working days before 12:00 will be shipped the same day.
The lead time for delivery is 1-2 working days.
You will receive an email with a Track & Trace code as soon as your order has been shipped.
After shipping your order, we no longer have any influence on the delivery and we are completely dependent on the deliveries and services of the parcel service.

Shipping to other countries
We ship by default with DHL, PostNL or DPD. Shipping takes place within 2 working days. The lead time for delivery depends on the destination and varies from 1-15 days.
You will receive an email with a Track & Trace code as soon as your order has been shipped.
After your order has been shipped, we no longer have any influence on the delivery and are completely dependent on the deliveries and services of the parcel service.

For all orders
Shipping will only take place once payment has been received.

Returns
See here for the Returns page.

Complaints
See here for the Complaints page

Cancel order
See here for the order cancellation page.

Warranty
On the items sold by Elektroparts, you have a 1-year (365 days) Elektroparts warranty.
If the item breaks during the warranty year, if we have the item in stock, we will deliver a replacement item. If we cannot deliver a replacement item, we will refund the item price / invoice amount.
With a replacement item, the warranty year of the first item delivered continues, it does not start again with the replacement item.

Transport damage
All orders are shipped by Elektro Parts in accordance with the General Terms and Conditions of the parcel carrier. If you receive a damaged shipment, we request that you inform Elektro Parts within 48 hours of receipt of the damaged shipment. An appointment will then be made with you to return the shipment and your products will be replaced free of charge by Elektro Parts or the invoice amount will be refunded to you.

Agreement
If, after receipt of the total amount stated on the order confirmation, delivery of your order has not taken place within four weeks, you have the right to terminate the agreement with Electro Parts and you can request a refund of the amount you paid.

Liability
You have sufficient knowledge to handle the ordered item(s) safely and responsibly.
You are aware of legal regulations regarding working on electrical installations
Elektro Parts is not liable for damage to persons, vehicles or other objects caused by the use of our articles. Before use, read the instructions on the packaging and/or consult the manufacturer's website.
Elektroparts is not liable for downtime of machines or devices due to components delivered too late or defective.

If you want to receive the Elektro Parts conditions in writing, you can send a message via the contact page, or via E-mail info@elektroparts.nl.