

# Return and Claims Policy

January 2025; V1.2



## Return Policy

This policy outlines the terms, conditions, and procedures for product returns. Customers are encouraged to carefully review the details and provide the required documentation for efficient processing.

### 1. General Terms & Conditions

1. Customers must examine products promptly upon receipt and before they are used, altered, or disposed.
2. Return submissions must be sent within **5 working days from date of receipt**. We will not be responsible for any claims made after 5 working days of receipt. Pictures may be required to authenticate your claim. **For hidden faults** (e.g., internal engine damage, electrical failures, suspension issues, etc.), this extends to 30 days.
3. Warranty claims must be submitted within 60 days from defect identification.
4. Returns must be submitted under correct category; incorrect categorization will result in rejection.
5. **Voluntary returns** are limited to once per month per customer, with a handling fee of 20 euros per line item and transportation cost.

### 2. Customer Responsibilities Upon Receipt

Upon receiving the products, the consignee is responsible for performing the following checks in the presence of the carrier's representative:

1. **Verify the number of packages** matches the packing list.
2. **Confirm product descriptions** match those listed on the packing list.
3. **Inspect packaging** for visible damage, tears, or other anomalies.

If any anomalies are detected:

- **Report them on the consignment document** and ensure it is signed "with reserve" before providing a copy to the carrier.
- Retain a copy of the consignment document for mandatory documentation during return submission.
- Ensure the consignment document includes the company stamp and/or signature for validity.

### Important Notes:

- For glass products or items in transparent/shrink-wrapped packaging, always include "acceptance with reserve" in claims, even if the packaging appears intact.
- In cases of discrepancies between the freight forwarder's consignment document copy and the consignee's copy, the freight forwarder's copy will be considered valid.
- The Customer must handle the products and packaging with care until the return is approved and further instructions are received. Products must not be shipped back until return approval and instructions are provided.

### 3. Return and Claim Types

Category	Type	Required Documentation	Description
<b>RETURNS</b>			
Voluntary Return	Return	<ul style="list-style-type: none"> <li>• Original invoice</li> <li>• Photos of packaging</li> </ul>	<p>Customer no longer needs the item or ordered incorrectly.</p> <p>Exclusions apply (See Exclusion Section below )**</p>
Overshipment - Return	Return	<ul style="list-style-type: none"> <li>• Packing list</li> <li>• Photos of part labels/quantities</li> <li>• Photos of packaging</li> </ul>	Customer receives a product in greater quantity than ordered or invoiced and decides to return it.
Wrong Product - Return	Return	<ul style="list-style-type: none"> <li>• Packing list</li> <li>• Photos of incorrect product</li> <li>• Photos of packaging</li> </ul>	Customer receives incorrect product and wishes to return it. The incorrect part must be returned to us in original packaging.
<b>CLAIMS</b>			
Under shipment	Claim	<ul style="list-style-type: none"> <li>• Packing list</li> <li>• Invoice</li> </ul>	Customer receives fewer items than ordered.
Missing Package	Claim	<ul style="list-style-type: none"> <li>• Invoice</li> </ul>	Complete package (order) not received.
Overshipment - Keep	Claim	<ul style="list-style-type: none"> <li>• Packing list</li> <li>• Photos of part labels/quantities in excess</li> </ul>	Customer receives more items than ordered and wishes to keep excess.
Wrong Product - Keep	Claim	<ul style="list-style-type: none"> <li>• Packing list</li> <li>• Photos of part labels/quantities</li> </ul>	Customer receives incorrect product but wishes to keep it.
<b>RETURN AND/OR CLAIM</b>			
Damaged Product - Intact Package	Both	<ul style="list-style-type: none"> <li>• Packing list</li> <li>• Damage photos</li> <li>• Package photos</li> </ul>	Product is damaged but outer packaging is intact.
Damaged Product - Damaged Package	Both	<ul style="list-style-type: none"> <li>• Packing list</li> <li>• Consignment Document with "reserve"</li> <li>• Damage photos</li> <li>• Package photos</li> </ul>	Both product and packaging are damaged.
Warranty Claim	Both	<ul style="list-style-type: none"> <li>• Purchase invoice</li> <li>• Installation proof</li> <li>• Defect documentation</li> </ul>	Product fails within warranty period.

## **\*\*Exclusions for Voluntary Returns**

Exclusions with examples (not exhaustive):

- Hazardous Goods
  - Parts containing pyrotechnics (seat belt tensioners & airbags) and
  - Parts containing batteries
- Special orders
  - Orders of non-stocked parts (specially ordered based on dealer order)
  - Cut keys
- Glass products
  - Windshields
  - Side and rear window
- Special Service Tools (SST) and diagnostics
- Software, ECU's, Memory cards
- Wiring harness
- Audio & Navigation systems
- Items which are excluded but for which an exceptional return could be requested
  - Orders for non-stocked parts (specially ordered based on dealer order)
  - Electronic and programmable devices and only in unopened (sealed) box

## **4. Return Process**

### **1. Initiating a Return:**

- Contact Parts Team via email : [parts@support.aecsolutions.com](mailto:parts@support.aecsolutions.com) to initiate a return process.
- Provide valid proof of purchase (e.g., order or invoice number).
- Specify the type for the return (e.g., over shipment, damaged product). For return type, please refer to table above.

### **2. Return Authorization (RA):**

- Upon approval, you will be issued a Return Authorization (RA) number.
- Ensure the RA number is clearly visible on the return package.

### **3. Return Shipping:**

- **AEC Parts Responsibility:**

AEC Parts will handle the shipping arrangements for the return.

- **Customer Responsibility:**

Customers will be invoiced for return shipping costs unless the return is due to a company error.

## **5. Inspection and Refunds**

### **1. Inspection:**

- Returned items will be inspected upon receipt to determine eligibility.

### **2. Refund Processing:**

- Eligible returns will be refunded to the original payment method within 14 business days.
- For voluntary returns, a handling fee of 20 euros per line item will be charged in addition to shipping fees.

For any question on this policy, please contact [parts@support.aecsolutions.com](mailto:parts@support.aecsolutions.com).

The AEC Parts team.