

Avesco Baltics general return conditions from 1 January 2024

These return conditions ("Return conditions") apply to all products sold and delivered by Avesco Baltics, unless the parties have not agreed otherwise in writing in connection with the sales contract or return. In addition to these terms Avesco Baltics general sales conditions apply.

Complaints must be reported to Avesco not later than 7 day after receiving the goods.

Return shipments that contain brand new items in the original packaging, will be refunded as follows:

1. Goods received by Avesco no later than 14 days after the original shipment:

S = returnable; rotating part

90% of the invoiced net value of the goods for stock parts

X = non returnable; return is not possible

0% of the invoiced net value for non-returnable goods.

2. Goods received after the 14-day deadline will only be accepted in exceptional cases and individually according to agreement. The status of the goods is indicated in the shipping list and invoice.

The return must be agreed in advance with Avesco's sales representative by phone or email.

The product(s) must be returned to the local Avesco office.

The customer is responsible for the return costs, unless otherwise agreed with the Avesco representative. If the reason for the return is exclusively incorrect delivery, the return is free of charge for the customer. Avesco does not redeem cash on delivery or returns sent with post-demand.

The product must be packed in such a way that it is not damaged during transport. The customer is responsible for the product until it is received with Avesco.

If the return contains defective batteries, separate instructions must be requested from Avesco for the return.

Avesco does not accept parts that are damaged, used or not in their original packaging. Avesco also does not accept returns in the following situations:

- It is a factory order product that is not part of Avesco's stock selection, and the reason for the return is not incorrect delivery;
- It is a rubber product, hydraulic hose, sealing part, V-belt or part that is specifically marked in the delivery note as non-returnable.
- Liquids have not been removed from the used part to be returned as a replacement part;

Other claims arising from faulty parts, in particular claims for direct or indirect damages, are not accept. New parts have a 12-month warranty.

Additional conditions for spare parts:

1. Replacement parts have a 12-month warranty
2. If the customer places an order based on a warranty claim, he must state the warranty claim on the order while doing. If this is not done, the warranty claim will be rejected.
3. If the claim is justified, we issue a refund invoice for the defective and previously invoiced part.

Avesco is not responsible for a product that is not returned in accordance with these terms. Avesco has the right to its discretion in accordance with this, after notifying the customer, return, store or dispose of such a product on behalf of the customer and at the expense of.

The customer is responsible to Avesco for all damages and costs incurred by Avesco as a result of the customer's absence complied with these conditions. Avesco has the right to withhold the product belonging to the customer or refrain from its own performance, until the compensation is paid.