

## RETURN AND EXCHANGE POLICY

We want your returns to be simple and hassle-free. Please follow these guidelines to ensure your returned parts are accepted and your deposit is refunded smoothly.

### CONDITIONS FOR RETURNS OF PARTS IN EXCHANGE

#### 1. Eligible Items

- Only the same type of item originally purchased from ABCspecialist can be returned under this exchange program.

#### 2. Return Timeframe

- The used core unit must be returned within 6 months from the date of purchase to qualify for a deposit refund.
- Exceptions are allowed only if confirmed in writing by ABCspecialist.

**3. Requirements for Returned Parts** – To qualify for a full deposit refund, your returned parts must meet all of the following requirements:

- **Complete** – no missing components or accessories, such as sensors, tubes, clamps etc.
- **Disassembled**
  - Parts must be separated from any attachments or assemblies.
  - Components that have already been dismantled incorrectly may be rejected
- **Undamaged** – Returned parts must be in the same condition as when you received them, with no breakage or wear beyond normal use. Examples of unacceptable condition include:
  - Broken, cracked, or dented housing
  - Damaged cables or tubes
  - Bent parts (e.g., caused by car accidents or collisions)
  - Defective plug or socket contacts
  - Damaged threads or connections
  - Housing damage by burning, drilling, falling, grinding, welding or similar.
  - Replica parts or non-original manufacturer parts
- **Correct Part Number** – Returned parts must have the same or compatible original manufacturer part number as the supplied unit.

### DEPOSIT REFUND

- Once we received your package, you will receive an email notification.
- Returned parts are carefully inspected, so processing may take some time.
- After inspection, your deposit will be credited within **7–14 days upon approval notification..**

For further assistance before shipping, or if you have any question regarding the return process or the status of your refund, please do not hesitate to **contact us**.

## BEFORE YOU PACK AND SHIP YOUR RETURNED PARTS

To ensure a smooth return and deposit refund process, please follow these instructions:

1. **Drain Fluids & Seal**
  - All hydraulic fluid or oil must be **completely drained** from the used part.
  - Apply **sealing plugs** to prevent leaks.
2. **Secure Packaging**
  - Use appropriate packaging to protect the part during transport. **We strongly recommend using our original packaging** whenever possible.
  - Fill the box properly so the part **cannot move or slide** inside, preventing damage.
3. **Deposit Refund Form**
  - Complete the **Deposit Refund – Parts Return Form** and include it inside your package.
  - This helps identify your item and **speeds up the deposit refund process**.
4. **Weight Limit**
  - For standard shipments, packages must **not exceed 25 kg**.
5. **Important note for UK & Non-EU Customers**
  - Shipments from the UK and other non-EU countries **must include all required customs documentation**.
  - Provide a **commercial invoice** stating the actual value of the returned items.
  - Clearly mark the shipment as: **“used, defective product” – no commercial value**.
  - If the shipment is not properly declared, the customer is upon entry into the EU is applicable to all customs duties, taxes, and fees assessed by the destination country.
6. **Use a Secure Courier** – always ship using a reliable and trackable courier to ensure the package arrives safely. We recommend using DPD, Fedex and UPS.

## THANK YOU FOR RECYCLING YOUR USED CAR PARTS WITH US!

By doing so, you help us continue offering rare car parts at fair prices for fellow enthusiasts who share our love for their special cars. At the same time, you're making a real difference for the planet by choosing recycling over waste.

Together, we keep great cars on the road — and reduce our environmental impact!

***\*For full details of our return and exchange policy, including the applicable terms and conditions, please visit our website.\****

ABCspecialist

## Deposit Refund – Parts Return Form



***Thank you for recycling your used car parts with us.***

Please include this completed form inside your return package to ensure your deposit refund is processed in accordance with the terms of purchase.

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*Customer / company name*.....

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*Order No.* .....

*IBAN / PayPal account :*.....

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*Malfunction:*

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- I have read and understood the Return and Exchange policy. I acknowledge that any damaged or incomplete parts may result in a partial refund of the deposit or item price.

Customer Signature :

Date:

**Recipient Information**

Twilight Logistics - ABCspecialist Returns  
Kissel 54 A  
Heerlen  
6416AC  
Netherlands (NL)

T +31619456617  
W [www.abcspecialist.nl](http://www.abcspecialist.nl)  
M [info@abcspecialist.nl](mailto:info@abcspecialist.nl)

**Sender Information**

Company Name : .....  
Contact Person Name : .....  
Address: .....  
.....  
.....

