

## CONDITIONS OF COMMERCIAL WARRANTY

These warranty conditions apply to mechanical or electronic components such as refurbished parts and standard exchange parts sold on [www.rebelcar.fr](http://www.rebelcar.fr) or any other sales channel.

By validating the order and ticking the box "I have read and accept the terms of warranty" (or any other similar mention) on the product sheet, the customer acknowledges having read these conditions, clearly presented on a clickable document in the description of the part ordered, and accept them without comments.

We, REBELCAR, guarantee the refurbished part or standard exchange for 6 (six) months from the date of invoice. The commercial guarantee covers precisely and exclusively:

- Le proper functioning of the part
- The absence of mechanical or electrical default
- Its adaptation to the customer's vehicle

An additional warranty extension of 6 months is possible on the date of purchase of the part. REBELCAR warrants the piece 12 (twelve) full months, from the date of the invoice date.

The Customer acknowledges having understood the refurbished nature of the ordered part and that traces of use may be present, as it is a used, second hand item. The warranty on the refurbished part is a commercial warranty, not a manufacturer's warranty.

Are not covered by the commercial warranty the refurbished parts that would be modified, altered, deteriorated, opened or repainted by the Customer.

The commercial warranty is valid only if the mechanical or electronic part ordered is installed on an engine having its original characteristics and if, only, the part corresponds, by its reference number, to the engine and the vehicle. The installation of the reconditioned part / in standard exchange on an engine that has been transformed or modified (including its peripheral devices) is a case of exclusion of warranty.

In the case of a malfunction, the Customer fills in the aftersales service Return Form provided by REBELCAR. The customer's claim must be supported in written terms by a professional mechanic with commercial seal and signature, in order to exclude any other mechanical malfunction. The Customer is well informed and accepts that without the confirmation of his garage, the warranty is not applicable.

The Customer is informed that, in accordance with the general conditions of sale and herewith, the contact with REBELCAR's after-sales service is to be done only by mail, in French or in English. The date of contact by email, by the customer, with the After Sales Department of REBELCAR, will be admitted to be the date of complaint. No other date will be accepted as the date of complaint, the latter must be made in writing, by email, to the after-sales service. In case of no access to a mailbox, the customer must send his request by registered mail with acknowledgment of receipt, the postmark being then a proof of sending. REBELCAR's e-mail address is accessible directly in the "Contact" section of its online shop or on request with the sales department.

Once the confirmation of support under warranty by REBELCAR provided, within a period of 15 days maximum (weekend and holidays included), the Customer will return his cleaned part (if necessary), along with the aftersales Return Form by the carrier of his choice, with all the packing precautions, to the address which will be communicated to him by the after-sales service. The Customer is well-informed that the return merchandise travels under his responsibility and of the carrier. He can subscribe an insurance. In case of loss or damage during the return shipping, no compensation will be granted by REBELCAR. The returning cost is not included in the commercial guarantee. If the 15-day period can't be held, the Customer will inform the after-sales service and request additional time. Except in cases of force majeure, the maximum return period for a part, from REBELCAR's aftersales service confirmation, will be 1 (one) month. After this period, in case the part would not be returned, the claim will be considered as cancelled and non-avenue.

Upon receipt, the after-sales service will proceed with the verification of the part and its adjustment, its repair, or will ship a new part to the customer or, in the case of a stock-out, will proceed to the full refund of the order. The repair period or exchange time of the reconditioned parts / standard exchange is not guaranteed.

The new or repaired part itself will always be warranted until the original expiry date of the original commercial warranty, offset by the number of days required to repair or exchange the warranted part, considering the day of shipment by the customer of the piece as inclusive day of departure, and the day of receipt of the piece by the customer as inclusive arrival day.

In the event that the part received back after service has been successfully tested and does not require warranty support, the after-sales service will contact the customer to present the result of the test in video. The customer will have the choice between recovering his part, at his expense, or not recovering it and in this case the order will not be refunded.

The warranty on the part is strictly limited to its purchase value. The cost of installation, troubleshooting, car security, technical control, travel, mailing, or any other type of costs related to the installation, use or replacement of part under warranty.

In accordance with the terms and conditions of REBELCAR, the reconditioned / standard exchange parts are neither exchangeable nor refundable.

Document prepared for the company REBELCAR, SARL with capital of 34 800 € registered at the RCS Thonon-les-Bains under the SIRET 79317510000023, registered office located 209 Rue des Entrepreneurs ZA Grands Champs South 74580 Viry.

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General Manager of REBELCAR

A handwritten signature in black ink, appearing to read "Damien Sam", with a horizontal line underneath the name.

Conditions updated on: 28-AUG-2019

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Previous versions of this document are archived and remain searchable.