

These warranty terms apply to refurbished auto components for direct sale or standard exchange marketed on the site [www.rebelcar.fr](http://www.rebelcar.fr) or through any other sales channel.

#### Acceptance

By validating his order and by first checking the box "Guarantee conditions read and approved" (or any other similar mention), the customer acknowledges having read these conditions, clearly presented as a clickable link, on the product sheet in the description, and accept them fully. Failure to select the mandatory choice technically prevents the item from being put in the shopping cart. For telephone orders, these terms are set out orally and sent by email to the customer.

#### Definition

The term "reconditioned part" used by REBELCAR is a trade name. Reconditioned parts are exclusively reconditioned using second-hand components. The exterior aesthetic restoration (micro-blasting, sandblasting, etc.) and the restoration of certain internal or external components (cleaning, bichromating, etc.) does not consist of refurbishment with new components. The customer acknowledges having read the second-hand origin of the part he orders and understands that signs of cosmetic wear may be observed.

#### Price and duration of the commercial guarantee

The free commercial guarantee and offered for a period of 6 (six) months from the date of invoice. An extension of the commercial warranty for 6 additional months is possible. The price of this extension is indicated on the product sheet. This extension gives a commercial guarantee of 12 (twelve) months, from the date of invoice.

#### Object of the commercial guarantee

##### *Technical assistance*

REBELCAR offers free technical assistance limited to questions related to the installation and operation of the purchased part, strictly reserved for the professional mechanic by whom the part is installed. The technical assistance offered by REBELCAR does not apply to the private customer who is not a professional mechanic. It is specified that professions such as automotive expertise, auto insurance, technical control, bodywork, a car wash, sale of auto parts, etc. are different from the profession of professional garage mechanic and therefore excluded from the technical assistance service. Exchanges in any form with the garage may be recorded with his agreement, and kept by REBELCAR.

##### *Free part exchange*

In the case that the failure which led the customer to order a part from REBELCAR is not resolved by the reconditioned part and the technical assistance provided, and the customer wishes to test another part without waiting for a diagnosis, an immediate free exchange will be offered to the customer within the limit of 2 exchanges. The part exchange will be offered as part of a commercial warranty support initially. The customer remains free at any time to invoke the legal guarantees.

#### Return procedure

The customer fills-in the return form provided by REBELCAR. The customer's complaint must be supported in written form with commercial stamp and signature by a professional garage owner, where the vehicle has been serviced. The Customer is well informed and accepts that without the review and opinion of the professional mechanic, no support under commercial warranty of his part will be possible. Any false declaration will cause that the commercial guarantee is definitively and irrevocably canceled.

Once confirmation from the After-Sales Support obtained, within a maximum period of 15 days (weekends and public holidays included), the customer will return his cleaned part (if necessary), marked with his order number with an indelible marker (to avoid any dispute over the identity of the part) along with the return form, by the carrier of his choice, with all the usual packaging precautions, to the address which will be communicated. The customer is well informed that the returned goods travel under his responsibility and of the carrier. He can choose to subscribe and insurance. In the event of loss or damage to transport, no compensation will be granted by REBELCAR. The return cost is not included in the warranty. If the 15-day deadline cannot be met, the customer will notify the After-Sales Support and ask for an additional period. Except in cases of force majeure, the maximum period to return a part, from the date of return confirmation, will be 1 (one) month. Further to this period, if the part is not returned, the request for commercial guarantees will be definitively considered null and void.

On receipt, the after-sales support will exchange the part or, if definitely out of stock only, will refund the part excluding postage and packaging costs. The repair or exchange time of reconditioned / standard exchange parts is not guaranteed.

The new part or the repaired part will always benefit from commercial warranty until the expected expiry date of the initial warranty, offset by the number of days necessary for the exchange of the part, considering the day of shipment by the customer of the part as the day of departure included, and the day of dispatch of the part by REBELCAR as the day of arrival included.

If, after two successive exchanges within the framework of the free exchange offer provided for by the commercial warranty or despite positive quality control reports on the parts, the vehicle failure has still not been resolved, the After-sales support will explain to the customer the quality / conformity report of the functioning of the part tested by its technician. The return, assistance, technical report, and parts exchange procedure notably meet the seller's professional obligations to meet legal guarantees.

#### Warranty exclusions

Parts which, after delivery, have been modified, altered, deteriorated, and are no longer covered by the commercial guarantee are no longer covered by the commercial guarantee or by the legal guarantees the parts opened and handled (modification of the settings) by the customer or a professional third party other than a third party approved by REBELCAR. Handling by a repairer or professional not approved by REBELCAR causes the irrevocable cancellation of the commercial warranty.

The commercial warranty is valid only if the mechanical or electronic part ordered is installed on an engine with its original characteristics and if, only, the part corresponds, by reference, to the engine and the vehicle. The installation of the reconditioned / standard exchange part on an engine that has been transformed or modified by non-original installations results in the irrevocable cancellation of the commercial warranty.

#### Legal guarantees

In accordance with articles L217-4, L217-5 and L217-12, L217-16 of the consumer code and articles 1641 and 1647 of the civil code, reconditioned parts, and standard exchanges benefit from the legal guarantee of conformity of 2 years. For apparently non-conforming, damaged, or not corresponding to the order, and the legal guarantee against hidden defects of 2 years under the conditions and according to the modalities referred to in the General Conditions of Sale. The presumption of anteriority of a defect is 6 months.

#### Contact with after-sales service

The Customer is informed that, in accordance with the general conditions of sale and herein, the after-sales service of REBELCAR is provided only by email, in French or in English. The date of contact by email, by the customer, with the REBELCAR after-sales service, will be retained as 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. If access to a mailbox is temporarily impossible, the customer must send his request by registered mail with acknowledgment of receipt, the postmark being taken as proof. REBELCAR's after-sales service email address can be accessed directly in the "Contact" section of its site or on request from the sales department.

#### Warranty limits

The commercial warranty on the part is in any case strictly limited to its purchase value. Neither installation costs, repair costs, car guarding, technical control, travel, mailing nor any other type of costs relating to the installation, use or exchange of equipment are covered.

It is reminded that reconditioned parts for direct sale or standard exchange are engine wear parts, and once installed, they no longer benefit from the right of return. The customer buys his part from REBELCAR to replace a part, and not to carry out troubleshooting.

Document drawn up for the Company REBELCAR, LLC with capital of € 34,800 registered with the RCS of Thonon-les-Bains under SIRET 79317510000023, head office located at 209 Rue des Entrepreneurs ZA des Grands Champs Sud 74580 Viry, FRANCE.