

LIZARTE SALES CONDITIONS

1. - ORDERS

The **value of the cores** will be added to the price of our products except from suspension spheres. This cost shall be refunded once the core is returned.

Apart from the references shown in our catalogue and price list, customers may request a quotation for the remanufacture of other models not included in the above.

References for **NEW** suspension spheres are always in stock, whilst the rest of our **remanufactured** products may or may not be in stock, depending on the production process and/or the shortage of cores.

The steering boxes shall be manufactured on the customer's core.

2.- DISPATCHES

Dispatches shall be made carriage **prepaid** depending on the total amount of the order. This will depend on the country of destination of the goods.

Dispatches may be carriage prepaid, at the customer's request , by adding the amount of the carriage to the invoice; or else freight collect by the transport means indicated by the customer.

3.- GUARANTEES

All our products are **2 years** guaranteed.

Products are considered to be under guarantee when they have some **manufacturing defect** not caused by incorrect assembly or handling. We will not accept any guarantee manipulated by the customer without authorisation.

Lizarte shall assume responsibility for its faulty products by replacement or refund (in the case of suspension spheres is always by replacement). However, it will **not** be responsible for any assembly, labour costs, etc. that may be incurred.

4.- RETURN OF PRODUCTS UNDER GUARANTEE

These could be delivered carriage **paid** or together with shipments returning cores to the factory. It is important to send the correctly completed **guarantee card and file** with the returned part.

Lizarte shall issue a report to confirm whether the claim under guarantee is justified or not with a technical and commercial report.

Lizarte would keep the product for 21 days after the technical report waiting for customer answer.

5.- RETURN OF CORES

Lizarte would only refund cores sold under the last 24 months.

In order to ensure the availability of remanufactured products to customers, it is essential that customers return all cores invoiced.

For the return of these cores **carriage prepaid** shall depend on the total amount of the order. This will depend on the country of destination of the goods.

Important: we will only accept the return of the cores carriage paid if it is made through the transport company accorded by Lizarte.

The refund of the returned cores **will be in accordance with the following criteria**:

COMPLETE CORE:

- The total value of the core will be refunded when the part returned is complete and coincides with the model sent to the customer

INCOMPLETE CORE:

- 1 or 2 tie rods of the steering are missing.
- The steering housing is broken.
- The power steering tubes are missing.
- The pinion is missing in the manual units or the pinion housing is missing in the power steering units.
- The part is non-original or it is rusty.
- The value of the core will be refunded except the penalty of the parts broken or lost, according to Lizarte price list.

NULE CORE:

- The core will **not** be considered if it corresponds to a non original steering unit or if it is rusty inside.

No core will be refunded if it has not been previously invoiced. Lizarte may be interested in acquiring cores from its customers, but in this case the price of the purchase to be agreed will be different from the value of the core as a deposit

.6.- JURISDICTION AND TITLE. Any lawsuit arising from the mercantile relations maintained with the company LIZARTE S.A., will abide by the jurisdiction of the tribunals of Pamplona-Spain. Title to any goods



supplied at any time to the Customer by Lizarte shall not pass to the Customer until payment in full for any and all such Goods supplied. Until the passing of property, the Customer shall be the bailee of the Goods and shall keep the Goods in its possession and control, intact and in good conditions.