

## Terms and Conditions

### Carplay Radio Store

Registered Address: Goolderheideweg 19, 3920 Bocholt, Belgium

VAT Number: BE0799343346

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### Article 1 – Definitions

1. **Contractor:** Carplay Radio Store, located at Goolderheideweg 19, 3920 Bocholt, registered under company number 0799343346.
  2. **Client:** Any natural or legal person who enters into an agreement with the contractor.
  3. **Agreement:** Any agreement between the contractor and the client concerning the delivery and/or installation of products such as CarPlay radios and ambient lighting.
  4. **Products:** All items subject to the agreement, such as CarPlay systems, ambient lighting, and related accessories.
  5. **Services:** The installation and fitting work performed by the contractor.
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### Article 2 – Applicability

1. These terms and conditions apply to all quotations, agreements, and deliveries of products and services by the contractor.
  2. Deviations from these terms are only binding if confirmed in writing by the contractor.
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### Article 3 – Quotations and Agreement

1. All quotations are valid for 30 days unless stated otherwise.
  2. The agreement is concluded when the client accepts a quotation in writing or verbally, or when placing an order.
  3. Price changes from third parties (such as suppliers) may be passed on.
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#### **Article 4 – Delivery and Installation**

1. Delivery times are indicative. Delays do not entitle the client to compensation.
  2. Installation and fitting take place at Goolderheideweg 19, 3920 Bocholt, Belgium, unless agreed otherwise.
  3. The client must present the vehicle clean and accessible.
  4. The contractor is not liable for damage to vehicle electronics unless caused by intent or gross negligence.
  5. The client is responsible for the accuracy and completeness of the information provided for ordering and installation. The contractor is not liable for any issues or errors arising from incorrect or incomplete information supplied by the client. Any applicable labor costs will be charged to the client.
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#### **Article 5 – Warranty**

1. All our products come with a 1-year manufacturer's warranty. This covers all defects caused by manufacturing errors.
  2. If the product is damaged due to user actions, the warranty becomes void.
  3. The warranty applies to the product only. Costs for installation or potential reinstallation in warranty cases are not included and will be charged separately.
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#### **Article 6 – Payment**

1. Payment is made in cash, via bank transfer, or in advance via invoice unless agreed otherwise.
  2. The price agreed between the parties is valid and cannot be unilaterally changed, unless agreed in writing.
  3. If payment is not made on time, the client is in default by operation of law and statutory interest is due.
  4. Any collection costs will be borne by the client.
  5. For custom orders not in stock, we require a €50 advance payment to reserve the goods for the client.
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## **Article 7 – Cancellation and Changes**

1. Appointments must be canceled at least 24 hours in advance. Late cancellations may incur a fee.
2. Changes to the agreement must be communicated in a timely and written manner.
3. A 14-day cooling-off period applies. Within this period, you may return the product. Upon return, 25% of the product price will be withheld as compensation for depreciation or administrative costs.

This compensation applies to the product only; installation costs are non-refundable.

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## **Article 8 – Liability**

1. The contractor is not liable for consequential or indirect damages.
2. Liability is limited to the amount paid out by the liability insurance, or – if no insurance – to a maximum of €200.
3. The contractor cannot be held liable for (partially) non-functioning or malfunctioning of the product if this results from incompatibility with the vehicle or pre-existing systems. In such cases, we will accept the return of the product, and only the applicable installation costs will be charged.