

General Terms and Conditions

Carplay Radio Store

Business Address: Goolderheideweg 19 C, 3950 Bocholt, Belgium

VAT Number: BE 0799.343.346

Article 1 – Definitions

1. **Contractor:** Carplay Radio Store, located at Goolderheideweg 19 C, 3950 Bocholt, registered under company number 0799.343.346.
 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 regarding the supply and/or installation of products such as Carplay radios and ambient lighting.
 4. **Products:** all items that are the subject of the agreement, including Carplay systems, ambient lighting, and related accessories.
 5. **Services:** the installation and fitting work carried out by the contractor.
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Article 2 – Applicability

1. These general terms and conditions apply to all quotations, agreements, and deliveries of products and services by the contractor.
 2. Deviations from these terms and conditions 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 14 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 by third parties (e.g., suppliers) may be passed on to the client.
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Article 4 – Delivery and Installation

1. Delivery times are indicative. Delays do not entitle the client to compensation.
 2. Installation is carried out at Goolderheideweg 19, 3950 Bocholt, Belgium, unless otherwise agreed.
 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 installing the goods. The contractor is not liable for any issues or errors resulting from incorrect or incomplete information provided 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 covering defects caused by production errors.
 2. If the product is damaged due to the client's actions, the warranty claim is void.
 3. Warranty covers the product itself. Installation or reinstallation costs related to warranty claims 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 by invoice unless otherwise agreed.
 2. The agreed price between the parties is binding and cannot be unilaterally changed, except by written agreement.
 3. In case of late payment, the client is automatically in default and owes statutory interest.
 4. Any collection costs are the responsibility of the client.
 5. For special orders not in stock, we require a €80 advance payment to reserve the products for the client.
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Article 7 – Cancellation and Changes

1. Cancellations must be made at least 24 hours in advance. Late cancellations may incur a fee.
 2. If the client decides not to proceed with the reserved product, we reserve the right to charge 50% of the prepaid amount.
 3. Changes to the agreement must be communicated in writing in a timely manner.
 4. A 14-day reflection period applies. During this period, the product can be returned. In case of return, 25% of the product price will be retained as compensation for depreciation or administrative costs. This fee applies only to the product and not to labor costs, which 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 – a maximum of €150.
3. The contractor cannot be held liable for (partial) malfunction or incorrect functioning of the product if caused by incompatibility with the vehicle or existing systems. Products may be returned if the client refuses them due to incompatibility, and only applicable labor costs will be charged.