

Terms and conditions delivery, returns, warranty and complaints regarding products from SMP Parts AB.

PRODUCT GROUP	WARRANTY TIME	NOTE
BUCKETS	12 months from installation date or 1500 hours, maximum 18 months from delivery date. What comes first applies.	Does not apply to wearing parts and normal wear
QUICK COUPLING FOC	12 months from installation date or 1500 hours, maximum 18 months from delivery date. What comes first applies.	Does not apply to wearing parts and normal wear
ST TILTROTATOR	24 months from installation date or 3000 hours, max 30 months from delivery date. What comes first applies.	Does not apply to wearing parts and normal wear
OTHER PRODUCTS	12 months from installation date or 1500 hours, maximum 18 months from delivery date. What comes first applies.	Does not apply to wearing parts and normal wear
REPAIRS AFTER WARRANTY TIME	6 months or 750 hours, maximum 12 months from exchange date on replaced parts. What comes first applies.	Does not apply to wearing parts and normal wear

Terms according to 'Maskin 03' and 'Reparation 11', with the following additions:

Cancellation / change of order

Cancellation or change of order must be made within 24 hours after order confirmation has been received. If cancellation / change occurs later, 25 % of the order amount and accrued costs will be charged to the customer. Cancellation / change is made in writing to SMP Parts AB: order@smpparts.com.

Delivery terms

- Ex Works Ilsbo, Sweden.
- Shipping will be added (free shipping on orders over 5,000SEK, does not apply on express shipping).
- Packaging and packing fees will be added.
- We reserve the right to postpone the delivery time in the event of a component or material shortage at one of our subcontractors
- Orders before 12.00 of items from stock are shipped the same day

Return terms

- 30 days full right of return on items from our regular range
- The item must be returned in unchanged condition and in the original packaging
- Manufactured and adapted goods will not be accepted in return
- Shipping, packing and packaging costs are non-refundable
- The goods are credited with the following deductions: 10%

SMP Parts AB
2021-01-01

Complaints

- Complaints are made to claim@smpparts.com