



RETURN POLICY

F-820-0011-E0

Return Procedure

The return request for the spare part to be returned must be notified in writing to the relevant ESSC customer center within 14 (fourteen) days from the delivery date of the relevant part. If it is determined by the ESSC customer center that the requested spare part meets the return conditions stated below, the request will be accepted and the said part will be returned to it within 10 (ten) days at the latest from the notification date. return request and product price will be refunded. It will be paid back on the last Friday of the month or deducted from the current debt amount, if any. The returning party is responsible for shipping the spare part and the original invoice and delivery of the part to be returned to the ESSC customer centre. It is also the responsibility of the party requesting the return of spare parts from the ESSC customer center that do not comply with the return conditions.

Return policy

- Gasket Kits, gaskets, chemicals and electrical parts are non-returnable.
- Non-imported parts that do not fall within the "non-returnable" scope specified by the manufacturer.
- Parts whose packaging is not torn and/or damaged.
- The part must not be used or disassembled.
- Non-manufactured parts.
- Parts not removed from new machine or component.
- There should be no hose, felt and similar parts printed and/or cut on order.
- No parts in the kit should be missing or faulty.
- The part number must be specific or not handwritten.
- Friction bearings, bearings and double cone seals must not be removed from their original protective nylon packaging.
- All fuel pumps, valves, pipes and injector nozzles must be fitted with sealing plugs.
- The boxes of the products with the hologram paper that says "cannot be returned if opened" should not be opened.
- If there is oil leakage from the components; bolts should not be tightened and paint should not be peeled off.
- No part will be returned after 60 days from the invoice date.
- Returned products that are unsellable will be returned at the customer's expense.