

DISCLAIMER:

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Website

This website, www.dutchwheelworks.com (hereafter: "Website"), is owned by Wheel-Tec. ("Dutch WheelWorks"), located at Edisonweg 1-E (1821 BN), Alkmaar in the Netherlands. The use of this Website is subject to the present Terms of Use. These include terms relating to access and use of this Website.

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By accessing and using the Website, anyone visiting this Website (hereafter: "User") accepts the Terms of Use of this Website.

Dutch WheelWorks reserves the right to change these Terms of Use, and all terms and conditions contained therein or referred to, at any time and without prior notice, or to change the design of this Website, make changes to its content, or to limit or terminate access to this Website.

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Secured Section of this Website

The secured section of this Website is protected with a login and password. These are communicated once to the User and should be stored securely and separately. Dutch WheelWorks accepts no liability whatsoever for any damage resulting from loss and/or abuse of these credentials.

By entering a login and password on this Website, the User gets access to the order section of this Website. With every order, the User has to accept the General Sales Conditions.

Other Terms

Dutch WheelWorks reserves the right to make changes and/or corrections to this Website and/or these Terms of Use without prior notice.

These Terms of Use are governed by Dutch law. The court of Amsterdam has exclusive jurisdiction over any dispute resulting from, related to, or associated with the use and/or contents of this Website. The Dutch version of these Terms of Use is binding.

Return policy

1. No statutory right of withdrawal

B2B orders are not subject to a 14-day cancellation right. Returns are only possible after prior written approval.

2. Return request

Requests must be submitted within **14 days of delivery** with invoice reference and reason.

3. Condition of goods

Approved returns must be unused, undamaged, and in original packaging. Customer remains responsible until received.

4. Custom / non-returnable products

The following items are **non-returnable and non-refundable**, unless faulty or incorrectly supplied:

- Custom-built wheels

- BERD spoke builds
- Special-order hubs and rims
- **Silver spokes (custom cut to size)**

Silver spokes are produced to customer-specific lengths and are therefore classified as custom-made products. Once supplied, they cannot be returned or credited. This aligns with standard industry practice for custom-cut spokes.

5. Restocking fee

Approved returns may be subject to a **10-15% restocking fee**.

6. Faulty goods exception

Defective or incorrect items will be repaired, replaced, or credited after inspection.

Colofon

Deze website is eigendom van Wheel-Tec B.V.,

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