



01. THE COMPANY

LIZARTE S.A. has been dedicated to the reconditioning of components for the automotive sector since 1973. The company's headquarters are in Pamplona, in the north of Spain. LIZARTE has subsidiaries in Spain, France and Germany. LIZARTE has been **ISO TS 16949** certified since **2003** .

02. THE PRODUCTS

- - Hydraulic steering systems
- - Mechanical steering systems
- - Recirculating ball steering systems
- - Electric steering systems
- - Electronic steering systems
- - Steering columns
- - Hydraulic pumps
- - Electric pumps
- - Electronic pumps
- - Air conditioning compressors
- - Diesel: VP pumps, common rail pumps, injectors and pump-nozzle units
- - EGR
- - Ignition coils
- - Dr. Motor
- - Drive shafts, cv joints, prop shafts

03. THE ORDERS

The value of the core is always added to the price of our products, which is credited after its complete return. The LIZARTE S.A. valuation guidelines for cores apply.

The remaining remanufactured products depend on the manufacturing process and/or the old part situation of the goods. Power steering housings or endless steering systems as well as steering columns are always reconditioned on the basis of the customer's old part.

It is not possible to reserve goods or have them produced in advance. The goods are only processed or dispatched once an order has been placed.

It is possible to remanufacture your old part. In this case, you must send the old part without Klausor. Parts sent with Klausor cannot be remanufactured and are automatically returned to the customer. Lizarte accepts no liability for any damage that may occur during transport.



04. THE CORES

Most LIZARTE products are remanufactured. The core will be charged as a deposit. The deposit will be refunded at the time of the correct return of the core. LIZARTE's guidelines for the evaluation of cores apply. Please ask for the document for cores, we will be happy to send it to you.

For LIZARTE, cores are the raw material for production. It is therefore essential that these parts are returned as quickly as possible.

* **NOTE:** To complement the product range, LIZARTE also offers some new products. In the case of steering systems and pumps, the delivery of a new product also means a deposit charge for the old part.

* **CORES WITHIN THE RETURN PERIOD:**

The maximum return period for cores is **24 months** from the date of LIZARTE's invoice. A credit note will not be issued for cores that were sold more than two years ago.

* **SENDING CORES TO LIZARTE:**

The Customer can send the used parts to LIZARTE in two ways:

1.- With his own resources, without minimum quantities of old parts and bearing the transport costs himself.

2.- Collection by LIZARTE. The old parts can be collected by LIZARTE from the customer. The transport costs will then be borne by LIZARTE. However, a **minimum quantity of 12 used parts** is required.

All cores, warranty cases and returns of new parts must be accompanied by the correctly completed parts return form. LIZARTE products are delivered with the **parts return form**. In the event of loss, this can be sent to LIZARTE by e-mail on request.

You can download the parts return form here:

<https://www.lizarte.com/ficheros/justificante-de-envio.pdf>

A list of the returned material must be enclosed for double-checking purposes.

LIZARTE only credits the material that actually arrives at the factory in Pamplona.

In the event that there are discrepancies between the list of returned material and the material actually delivered, the Customer will be informed by LIZARTE within a maximum period of one



week from receipt at LIZARTE Pamplona. This will allow the Customer to take all necessary steps.

***CREDIT OF A CORE:**

Only the core **already invoiced** will be credited with reference to the **invoice number** or the corresponding **reference number**.

*** CLASSIFICATION OF CORES:**

A: COMPLETE CORE:

The core whose condition allows LIZARTE to work on it is considered a complete used part and is therefore credited 100%.

B: INCOMPLETE CORE:

The core that enables LIZARTE to work on certain elements of the same. In such cases, the old part shall be credited against the total amount of the deposit charged and the value of the missing or defective part shall be deducted in accordance with the price list valid at the time.

C: NOT USEFULL CORE

The core for which none of the elements of the used part allow it to be processed or which has been manipulated or damaged by the customer. These cores are made available for return to the Customer. If the Customer does not give LIZARTE any instructions, the cores will be returned to the Customer. The shipping costs will be charged to the Customer. The Customer will be informed in advance.

In the case of a manipulated old part, this will always be returned to the Customer to relieve LIZARTE. Unless LIZARTE has a written order from the Customer authorising the scrapping of the old part by LIZARTE.

All parts that are not original products are also deemed to be **NON-VALUABLE** cores. These can also be new products.

For additional information on the current price list, please contact LIZARTE at the following e-mail address: dach@lizarte.com.

MAXIMUM PERIOD FOR CLAIMING A CORE:

LIZARTE accepts complaints about credit notes within **15 working days** from the date of the respective credit note.

Telephone instructions to scrap an old part will not be accepted. Once this period has expired and/or the old part has been scrapped, no further complaints can be made in this regard.



Complaints must be addressed in writing to:

dach@lizarte.com.

05. THE PRODUCT INPUTS

Each product receipt must be accompanied by the corresponding instructions.

* REPAIR ON THE BASIS OF THE CUSTOMER'S CORE:

In the event that LIZARTE does not have a core available for reconditioning, the Customer may send in an old part. LIZARTE will check this part and carry out the reconditioning on the basis of the part sent.

* CHECKING THE OLD PART:

In these cases, the inspection will be invoiced in accordance with the following information, except in the event that the customer simultaneously indicates that subsequent reconditioning is desired. In these cases, only the sales price applicable to the customer will be invoiced.

* NOTE:

If the customer does not provide any information, it is assumed that processing of the customer's old part is desired.

* CORES FOR CREDIT:

The cores must have the completed **parts return form** and be returned as described above.

*RETURN OF GOODS:

All returns of new parts must be accompanied by the parts return form . If the return is accepted by the quality department after inspection, the part will be credited. A **restocking** fee of **9,- Euro** or **15,- Euro** for air conditioning compressors will be deducted from the credit note.

If the old part is not in good condition, the deposit will be reduced by the amount of the repair costs.



06. THE GUARANTEES

*WARRANTY CASES FOR REVIEW:

Warranty claims must be sent together with the completed **parts return form** as described below.

In the event that material is received by LIZARTE without instructions for further handling, it will be set aside and not processed until the customer provides instructions.

All products such as steering gears, pumps, compressors, etc. must be returned to Lizarte complete, i.e. with tie rods and collars and all associated parts. Only then can the warranty be accepted. If the product is not complete, the warranty will be cancelled.

Any questions or messages should be sent by e-mail to dach@lizarte.com.

* DEADLINE:

All LIZARTE products are guaranteed for **2 years**.

During this warranty, the customer is covered by LIZARTE for those products that have a **manufacturing defect**.

Improper assembly, handling or any manipulation of the product will invalidate LIZARTE's guarantee. LIZARTE does not assume any consequential costs.

* PARTS RETURN FORM:

To ensure that a warranty claim is processed correctly and quickly, all LIZARTE products are supplied with a **parts return form**. To process warranty claims, this form must be completed with the requested data and sent to LIZARTE with the warranty claim.

* DEADLINE FOR RESOLVING WARRANTY CLAIMS:

The maximum time limit for resolving a warranty claim is 15 working days from receipt of the material at the LIZARTE Pamplona headquarters.

In the event that the warranty claim is not accompanied by the required information, it will not be included in the Quality Department's review process.

In this case, the Customer must contact LIZARTE and send the required documents by fax or e-mail: dach@lizarte.com. LIZARTE cannot comply with the maximum period of 15 working days for resolving a warranty claim if documents or instructions are missing.



***RETURN COSTS IN THE EVENT OF A WARRANTY CLAIM:**

The warranty claim must always be sent **carriage paid** . If the warranty claim is due to a defective part, the transport costs will be credited.

***TECHNICAL EXPERTISE:**

All warranty cases are checked on LIZARTE's test benches and provided with a technical report and a decision regarding the warranty case in question.

***TESTING:**

It is essential that the warranty claim is accompanied by a detailed description of the defect. This simplifies and speeds up the examination of the case.

*** SOLUTION:**

If the warranty claim is justified, the product will be credited by LIZARTE or LIZARTE will send a replacement product. This solution will be based on the instructions provided by the customer on the **parts return form** .

In the case of spring balls, no credit note will be issued. These will always be replaced with a new order.

LIZARTE will only credit the product. The **core** will only be credited if the old part has already been returned and the core therefore appears to be outstanding for credit.

LIZARTE will charge the **reasonable assembly costs**, labour costs, etc. A separate invoice is essential for any costs incurred. Please contact us.

***TRADE GUARANTEES:**

In some cases, LIZARTE accepts the return of products that have no manufacturing defects as a courtesy to the customer.

In these cases, LIZARTE will credit the part (but not the old part if this has already been credited), but will not under any circumstances cover the transport costs.

In any case, the labour and resources expended by LIZARTE's technical and quality departments will be invoiced according to the verification parameters listed below.



***RETURN OF WARRANTY CASES:**

Warranty cases may not be returned together with old parts or returned goods. Warranty claims are handled specifically.

***MAXIMUM PERIOD FOR ASSERTING A WARRANTY CLAIM:**

The maximum period for making a complaint and re-examining a warranty claim is **15 working days** from the date the technical report is sent. After this period has expired, the affected part will be returned, which is why a complaint in this regard is no longer possible.

complaint is then no longer possible. If the part has been tampered with by the customer, it will always be returned to LIZARTE at its own expense. Unless LIZARTE has written authorisation for scrapping.

Complaints must be addressed in writing to Mr Adrián Pérez (dach@lizarte.com). Complaints by telephone will not be accepted or processed.

Any part that cannot be processed or that has been tampered with or damaged by the customer will be returned to the customer.

If it is a tampered old part, it will be returned to the Customer at LIZARTE's expense. Unless there is a written confirmation from the Customer authorising the scrapping of the old part by LIZARTE.

07. THE INSPECTION COSTS

In the event that a product received by our quality department is subjected to technical inspections as a possible warranty case and the inspection ultimately shows that there is **no malfunction or manufacturing defect on the part of LIZARTE**, the labour time and resources expended will be invoiced as follows:

a) Inspection of hydraulic and electric pumps and steering systems: **30,- Euro**. b) Inspection of electronic pumps and steering systems: **48,- Euro**.

c) Inspection of compressors: **30 euros**.

d) Inspection of diesel products:

1. injection systems: **30,- Euro**.

2. pump-nozzle unit: **40,- Euro**.

3. common rail pump: **50 euros**.

4. VP and VE pumps: **120 euros**.

This service is also available to those customers who have doubts about the specific malfunction of a part and wish to subject these parts or parts from other companies to our technical inspection and quality testing.



LIZARTE

The checks are always invoiced in the following cases:

- a) Following a customer's request or submission of a part for inspection.
- b) Unjustified warranty cases or warranty cases that are not origin-related.
- c) Unjustified warranty cases that are accepted as commercial warranties.

***NOTE:** The product will not be reconditioned during the inspection. If the customer wishes his part to be inspected and reconditioned, this must be expressly stated in writing.

LIZARTE reserves the right to charge a restocking fee in all cases where the goods are returned. The restocking fee will always be charged if the fault for the return does not lie with LIZARTE.

08. THE WEBSITE

To improve our service and customer care, our customers can use the LIZARTE website www.lizarte.com. The website not only answers questions about technology and available references, but can also be used to place orders, request references, apply for credit notes and handle all sales, accounting and administrative matters.



09. SHIPPING COSTS and SHIPPING TIMES

1. Dispatch from the LIZARTE factory (Spain) throughout Europe:

Orders registered with LIZARTE **after 2.45 pm** will be dispatched on the next working day.

*In August, the opening hours of Lizarte are from 08:00 to 15:00. Orders placed after 13:00 will be dispatched the next working day.

2. Dispatch from the Europe Warehouse (Germany) throughout Europe:

Orders until 16:30 (delivery on the next working day).

The shipping costs for EU countries and non-EU have to be checked.

10. TELEPHONE CUSTOMER SERVICE AND OPENING HOURS

LIZARTE S.A.

Pol. Industrial Agustinos, calle B
31013 Pamplona
Spain

Tel: + 34 948 773 749

Fax: +34 948 303 422

The working calendar of LIZARTE Pamplona for the year 2025:

Monday to Thursday: From 08:00 to 17:30

Friday: From 08:00 to 15:00

11. JURISDICTION

Any dispute arising from the commercial relationship with LIZARTE S.A. shall be subject to the jurisdiction of the Courts and Tribunals of Pamplona (Spain).

LIZARTE reserves the ownership of the invoiced goods until full payment of the total estimated price. Until full payment has been made, the goods remain the property of and under the responsibility of the Buyer.