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- Users must register in the parts.cat.com application and accept the conditions of Caterpillar and *Venequip Curacao N.V.* The data entered will be used by *Venequip Curacao N.V.* and / or by Caterpillar, to process purchases, to collect statistics and internal controls, and this is accepted by the User.
- When activating your user, you will receive an email within 24 hours indicating the general conditions and payment as applicable for your case.
- In case the user does not make purchases through **parts.cat.com** in a period of 60 days, he will be disabled to access the system.

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PRODUCT

1. The spare parts that are available through this way, are those that correspond to all the brands we represent, classic and remanufactured pieces. For cases other than the CAT brand, the customer must know the number that identifies the piece to be able to buy it.
2. The unit of measurement established for the acquisition of some hoses are Centimeter (CM) or Inches (IN).
3. The client will have a maximum limit of items in order of 50 lines.
4. Spare parts inventory is subject to store availability.
5. The final price includes all the taxes of law in the order, where discounts are discriminated for the cases that apply.
6. Prices are subject to changes established by factory at any time.

TRANSACTIONS AND REJECTIONS.

1. The user will receive in his mail a notification from Venequip Curacao N.V. informing the status of your transaction and delivery date.
2. In case of any inconvenience at the time of making your transaction, please contact parts@venequipcuracao.com or the number + (599) -9888-3000 from Monday to Friday from 8:00 am to 5:00 pm.
3. In case your transaction is cash please make a transfer on behalf of:

Beneficiary: **VENEQUIP CURACAO N.V.**

Bank: **MCB CURACAO**

Account Number – in Florins: **18132707**

Account Number – in US Dolares: **27666603**

FOR INTERNATIONAL WIRE TRANSFERS PLEASE GET IN CONTACT WITH ADM.CURACAO@VENEQUIPCURACAO.COM

Once the transfer has been made, please send the transaction voucher to the email: adm.curacao@venequipcuracao.com

Your transaction will be rejected when:

1. The amount per transaction exceeds the limit of your credit.
2. Have suspended credit.
3. Online payments evidences suspicious, fraudulent transactions or any fact that is against the law.

DELIVERY

1. The customer can withdraw his order in store at the following address: Nijlweg Z / N, Willemstad, Curacao, from Monday through Friday from 8:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 5:00 p.m.
2. The delivery will be made with the printed order of the purchase made, regardless of the person claiming the merchandise. *Venequip* Curacao N.V. is not responsible for deliveries to third parties or persons other than the registered user.
3. Orders placed on weekends and holidays will be processed on the next business day of the week.

RETURNS

1. In case the delivered goods are not in agreement with the purchase (Wrong Order), the buyer can request (i) the delivery of what is missing, (ii) the repair of the delivered good (if reasonable), (iii) the replacement.
2. Returns will not be accepted after the 5th working day of the delivery date, with the exception of the 7-day period for reflection and deliberation, which applies to **non-commercial customers**.
3. For the return to be appropriate, it is necessary that the parts are in perfect condition and in their original packaging.

4. In case of return please send an email to parts@venequipcuracao.com or call + (5999) -888-3000, from Monday to Friday from 8:00 a.m. to 1:00 p.m. to 2:00 p.m. from 1: 00pm to 5:00 pm.
5. Spare parts that when requested, the system indicates that they are “not returnable” (*), they do not have a refund.

WARRANTY

1. The warranty begins to count from the moment of delivery of the goods.
2. For all spare parts, the warranty is 12 months for material defects, does not apply for damage, for blows, for bad operation or bad installation procedure. In order to make the warranty claim, the customer must report the failure by email service@venequipcuracao.com or by phone: + (5999) -888-3000.
3. Electrical parts are not warranted, unless they are installed by the technical personnel of the *Venequip Curacao N.V.*, the distributor.

LIMITATIONS OF THE WARRANTY

The guarantee will lose its value and will be void if THE USER or any third party modifies or changes the equipment in any way beyond the configuration options contained therein, or if the failure of the good is the result of a accident, abuse, misapplication or misappropriation. To obtain and keep this guarantee, THE USER must always:

- Use the equipment in accordance with the documentation and instructions for operation and maintenance given by THE MANUFACTURER AND / OR THE DISTRIBUTOR
- Use the good for the purposes and conditions for which it was designed;
- Use only qualified personnel to operate the property. This warranty does not apply to errors or malfunctions caused by equipment or materials not supplied by THE MANUFACTURER AND / OR THE DISTRIBUTOR upon the completion of this contract.

In addition, the guarantee will lose its value in the following cases:

- With the use of incorrect procedures by the USER;
- For not doing the proper maintenance, with original spare parts or doing it with unqualified personnel or by a person different from THE MANUFACTURER AND / OR THE DISTRIBUTOR during the guarantee.
- By uninstalling or removing the spare part, without the technical personnel of THE MANUFACTURER AND / OR THE DISTRIBUTOR authorizing it.
- For any damages not attributable to THE MANUFACTURER AND / OR THE DISTRIBUTOR

CUSTOMER SUPPORT

For attention or information about the application and the purchase process, please contact gomana@venequipcuracao.com or parts@venequipcuracao.com

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