

General Terms and Conditions

1. Scope

These Terms and Conditions apply to all purchases made through the **GEARFULL** online store. By placing an order, you agree to be bound by the terms outlined below.

2. Orders and Payments

- All prices are displayed in EUR and include applicable VAT unless stated otherwise.
 - Orders are confirmed only after full payment is received and processed.
 - GEARFULL reserves the right to cancel or modify orders in cases of stock errors, pricing issues, or suspected fraud.
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3. Shipping and Delivery

- We strive to ship orders within 1–2 business days unless otherwise stated.
 - Shipping costs and estimated delivery times are shown at checkout.
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4. Warranty

- Most products come with a **standard manufacturer's warranty** (usually 12 to 24 months).
 - Warranty covers defects in materials or workmanship under normal use.
 - It **does not cover** damages from misuse, neglect, unauthorized repairs, or accidental damage.
 - If a product is found to be faulty during the warranty period, please contact us with proof of purchase and a description of the issue. Refer to return policy application on our website section or wherever indicated in purchase confirmation data.
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5. Claims and Returns

- If your order arrives damaged or incorrect, notify us within **7 days** of receipt.
 - Claims must include a clear description and, if possible, photos of the issue.
 - Approved returns must be sent in original packaging, with all accessories included.
 - Refunds or replacements will be issued upon inspection of the returned item.
 - Return shipping costs may be covered by us in case of defective or incorrect products.
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6. Right of Withdrawal (EU Customers)

- Customers within the EU have the right to withdraw from the purchase within **14 days** of receiving the goods, without giving any reason.
 - To exercise this right, contact us via email with your order details.
 - Products must be returned in original, unused condition.
 - Refunds will be processed within 14 days of receiving the returned goods.
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7. Contact

For warranty claims, returns, or general inquiries, please contact:

service@rock-distribution.com