**Return Policy**

**Thank you for shopping at Horeca Parts!**  
We value your satisfaction with your purchase. If you are not fully satisfied with your transaction, our return policy will help you return or exchange the purchased item.

**1. Right of Return**

In accordance with applicable law, you have the right to return purchased products within 14 days from the date of receipt of the order without providing a reason. The right to return does not apply to products that were made to special order or are otherwise tailored to the individual needs of the customer.

**2. Return Conditions**

To be eligible for a return, the product must meet the following conditions:

* The item must not show signs of use and must be in new condition.
* The product should be returned in its original, undamaged packaging.
* Returns can only be made if the product was not damaged during shipping (if there are visible damages, please contact the courier and Horeca Parts).

**3. Return Procedure**

To return an item:

1. Complete the form on the **Horecaparts.pl** website, located in the "Returns and Complaints" section.
2. Then, send the item to the following address: Horeca Parts, Robakowo, Firmowa Street 12.
3. The cost of returning the item is borne by the customer, unless the product is damaged or does not match the order.
4. Once the returned item is received and positively verified, we will refund the full amount of the order to your account within 14 business days.

**4. Non-returnable Products**

The following products cannot be returned:

* Products made to special order or personalized items.
* Products that show signs of use.

**5. Complaints and Damages**

If you receive damaged or defective goods, please immediately fill out a damage report with the courier and send it to us at **biuro@horecaparts.pl**.  
The damage report must be completed on the day the shipment is delivered.  
The return of damaged products will be free of charge.

**6. Exchanges**

If you wish to exchange an item for another model, please follow the return procedure and then place a new order for the product you wish to receive.

**7. Contact**

If you have any questions regarding returns or complaints, please contact our customer service department:

* **Email:** biuro@horecaparts.pl
* **Phone:** +48 61 658 70 90

Thank you for shopping at Horeca Parts! We look forward to your feedback and assure you that we are doing everything to ensure your satisfaction with our products and services.