



Kaiho East Africa



2025

**PRE-PURCHASE & RETURN
GUIDELINES**

EX JAPAN SPARE PARTS

DATE:
30th July 2025

Important Pre-Purchase Guidelines

To all our Valued Customers

Please be sure to read and confirm the following information before making a purchase.

01

Engine

- Check the provided video to ensure there are no unusual noises.
- Verify the vehicle details: Make sure the car model, model number, year, and drivetrain match your requirements.
- In case of unusual noise after purchase: Do not disassemble the engine. Please contact us immediately. (Our staff will come to inspect it).

02

Gearbox

- Verify the vehicle details: Make sure the car model, model number, year, and drivetrain (2WD/4WD) are correct.
- For CVT Gearboxes: Please check the attached document.

03

Body Parts

- **Verify the vehicle details:** Make sure the car model, model number, and year are correct.
- **Compare the product:** Please check the photos of the desired product against the actual item to ensure they match.
- **Inspect for issues:** Check for any scratches, damage, or missing parts before you leave the warehouse.
- **For end-users:** Please have a professional mechanic inspect the parts.

If you have any concerns about compatibility, please consult with us before making a purchase.

Return & Claim Policy

1. Return & Claim Acceptance Period

- In principle, all sales are final and returns are not accepted.
- Claims will only be handled if we are contacted within the following timeframes after the item is delivered:
 - Body Parts: Within 2 days of delivery.
 - Functional Parts (Engines, Gearbox): Within 3 business days of purchase.
- Any claims made after this period will not be eligible for a return, refund, or exchange for any reason.

2. Cases Eligible for a Return, Refund, or Exchange

We will only accept returns, refunds, or exchanges in the following cases:

- **Incorrect Item Shipped:** You received an item different from what you ordered due to our error (e.g., wrong part number, wrong side).
- **Clear Product Damage:** The product has clear damage that was not noticeable at the time of shipment.
- **Product Malfunction (Functional Parts Only):** The product is non-operational and cannot be used.

Examples:

1. The engine or transmission has abnormal noises or does not run.
2. The side mirror does not operate.
3. The door window does not move.
4. The part has cracks that were not disclosed or confirmed beforehand.
5. The actual item is significantly different from the product photos sent by us in advance.
6. A prior agreement was made with our staff to allow a return under specific conditions.

Return & Claim Policy

3. Cases Not Eligible for a Return, Refund, or Exchange

The following cases are strictly excluded from our return, refund, or exchange policy:

- **Issues After Installation or Use:** This includes damage during installation, incorrect installation, modification, or disassembly.
- **Normal Wear and Tear:** Deterioration, dirt, minor scratches, or rust consistent with the age of a used part that was known beforehand.
- **Pre-disclosed Damage or Missing Parts:** Any damage or missing components that were already indicated in the product description or images.
- **Customer-Related Reasons:** Such as ordering the wrong item by mistake or the product not matching the customer's expectations ("image difference").
- **Damage After Shipment:** Clear damage to the product that was not present at the time of shipping (including damage during transportation).
- **Partial Return or Exchange of a Purchased Part.**

Examples:

1. "I want to return the part because I thought it was the same, but the shape was different."
2. "I bought an engine for an automatic transmission (AT) vehicle, but my vehicle is actually a manual transmission (MT)."
3. "I bought a nose cut, but only the radiator mounting point doesn't fit, so I want to exchange only the radiator."
4. "I purchased an engine, disassembled it, and installed it, but it doesn't function correctly."

4. Claim Procedure

- If you encounter a problem, please contact us with a detailed description of the issue, accompanied by photos or a video.

Please do not attempt to disassemble or repair the part until you receive instructions from our staff.

- We will assess the situation and determine whether the claim is eligible for action.
- If the claim is approved, we will consult with you to arrange for an exchange