



B.Mako AutoHub Center – Terms & Conditions for Used Engines & Spare Parts

These Terms and Conditions (hereinafter referred to as the “ Agreement ”) govern the sale of used engines and spare parts (hereinafter referred to as the “ Products ”) supplied by B.Mako AutoHub Center (hereinafter referred to as the “ Seller ”) to the direct buyer (hereinafter referred to as the “ Buyer ”). By purchasing from B.Mako AutoHub Center, the Buyer acknowledges, accepts, and agrees to these Terms and Conditions.

1. Nature of Products

- 1.1 All engines and spare parts supplied by B.Mako AutoHub Center are USED. Buyers should not expect them to be in the condition of a brand-new engine.
- 1.2 Engines are inspected and tested before sale, however, due to the nature of used parts, performance is not expected to be that of a new Engine beyond delivery.
- 1.3 Once accepted and collected/delivered, no warranty, no exchange, and no refund shall apply except in cases explicitly covered under these Terms.

2. Buyer ’ s Reporting Obligations

- 2.1 Upon receipt of the engine or spare part, the Buyer must immediately inspect the product.
- 2.2 Any issues such as damage, missing major components, or visible defects must be reported within 72 hours (3 days) of collection/delivery to admin@bmako.org.
- 2.3 Reports must include:
 - Clear photos and videos of the received product showing the issue.
 - A written repair estimate from a professional workshop/garage.
 - A completed Issues Report Form provided by B.Mako AutoHub.
- 2.4 Important: Do not open, dismantle, or remove any part from the engine before reporting. Doing so will void any claim.

3. Missing Items & Assessment

- 3.1 In rare cases where a major accessory is missing, such as:

- Alternator
- Starter
- Injector Pump

An assessment will be conducted by the Supplier before deciding on reimbursement or replacement.

- 3.2 The method, materials, and amount of reimbursement will be at the sole discretion of the Supplier, not B.Mako AutoHub.

4. Exemptions – Non-Compensable Engine Components

The following expendable components are not covered for replacement, reimbursement, or return under any circumstances:

- Engine oils, fluids, and coolants
- Filters (oil, fuel, air, A/C)
- Belts (fan belt, timing belt, power steering belt, A/C belt)
- Spark plugs, sensors, engine mounts, hoses, seals, and gaskets
- Clutch components
- Batteries

These are considered normal wear-and-tear items and must be replaced by the Buyer at their own cost.

5. Repair & Reimbursement

5.1 All repair methods and materials for damaged or malfunctioning engines will be evaluated and determined solely by the Supplier.

5.2 In some cases, repair costs may be shared between Supplier and Buyer.

5.3 No reimbursement will be processed without prior approval from the Supplier before any repair work begins.

6. Marine Insurance Coverage

6.1 Marine Insurance is provided by the Shipping Company, not by B.Mako AutoHub.

6.2 Coverage applies only in cases of vessel sinking, fire, natural disasters, or other unpredictable events while goods are on board.

6.3 This insurance does not cover performance issues, wear-and-tear, or damages discovered after receipt of the engine.

7. Limitation of Liability

7.1 The Buyer acknowledges and accepts that:

- All products are USED, sold AS IS, and with NO WARRANTY.
- Engines may require further servicing or replacement of consumable parts before use.
- Seller is not responsible for installation costs, workshop fees, vehicle downtime, or loss of business.

7.2 B.Mako AutoHub shall not be liable for any indirect, incidental, or consequential damages, including but not limited to personal injury, property damage, or business losses.

8. Governing Law & Jurisdiction

This Agreement shall be governed by the laws of the receiving country where the Buyer takes delivery.

- If delivered in Zimbabwe → subject to the jurisdiction of Zimbabwean courts.
- If delivered in United Arab Emirates → subject to the jurisdiction of UAE courts.
- If delivered in any other country → subject to the jurisdiction of that country ' s courts.

Important Buyer Notice

By purchasing from B.Mako AutoHub Center, you acknowledge that these are USED ENGINES & SPARE PARTS, and must not expect them to operate as new. No warranty, return, or refund will be accepted beyond what is explicitly stated above.

For all inquiries or claims, contact:

admin@bmako.org

+971 58 224 1818 | +971 50 228 5104