Dear Jordi Pavón Tarragona,

We always make sure the turbos are tested and safely packaged before shipping, yet due to the fact that we send mostly internationally some parcels end up in bad condition. This is a shame and we are sorry for the inconvenience!

Please bear in mind, that situations like this are fully covered by us, there is no problem with repairing - In your case, the money was returned. We have also sent you a gift as a form of apology. Merry Christmas!

#GOTTUNED Team