

## **TERMS & CONDITIONS**

- The original invoice must accompany all returns and is non-transferable.
- Warranty is non-transferable and only valid for the purchaser named on the invoice.
- Approval for repairs, disassembly, alterations, or replacements must be approved by us prior to any work being performed.
- We reserve the right to inspect any product prior to replacement or repair.
- Labor is not included
- Appropriate maintenance receipts required.
- The year and model of the vehicle or part printed on the invoice is within a range of interchangeability (fitment) and may not necessarily be the exact model and year as the part or vehicle that has been provided.
- Glass breakage and paint damage is not covered under this warranty or sale.
- No guarantee on color match, returns for wrong color will be subject to return policy and terms & conditions.
- Refer to the manufacturers "Owner's Manual" for your vehicle for correct operation and maintenance schedule.
- Mileage is not guaranteed on any part.
- We are not responsible for purchaser errors.
- We are not responsible for shipping/freight delays. Shipping/freight is a 3<sup>rd</sup> party service and beyond our control.
- Purchaser is fully responsible for all shipping, freight, and delivery costs, including but not limited to, additional lift gate, residential fees, and are non-refundable. We do not issue call tags for returns; purchaser accepts all return costs.
- Shipping, freight, delivery costs, similar and/or physical damages are not covered by the warranty or sale for any reason.
- Purchaser has 5 business days after receiving an item to submit a written claim of damage, missing or incomplete parts. Mail claims to: Agrade Car and Truck Parts:

- If purchaser is not present to receive the delivery of a purchase, purchaser agrees to assume all liability for item(s) left at delivery address without a receiver and signature thereof.
- We are not responsible for personal injury or damage during, or because of, handling or installation of our product.
- Replacements, repairs, or price adjustments do not extend your warranty.
- Parts determined by us to be “Accessories or Extra Parts”, must be inspected, switched, replaced, or removed to accommodate proper installation, which is the responsibility of the installer, such parts have been included to aid in the convenience of installation and are not included in any warranty or sale.
- **Engine Warranty:** is limited to the Long Block which includes defects in the block, heads, pistons, crankshafts, camshafts, rockers and oil pumps. All other parts that may be provided are “Accessories or Extra Parts” and are excluded from the sale and warranty, including but not limited to parts such as switches, sensors, cables, oil pan, wire harness’, electronics, belts, hoses, filters, gaskets, seals, water pump and manifolds.
- **Engine:** Claims related to the overheating or improper lubrication of the engine or its components are not covered by this warranty.
- Timing belts/chains, thermostat, water pump, spark plugs, belts, hoses, fluids, filters, gaskets, and seals are excluded from the warranty and sale and are routine maintenance items and should be replaced at the time of installation and at the manufacturers recommended service intervals.
- **Transmission:** It is the responsibility of the installer to reprogram any modules, flush or replace the radiator, transmission oil cooler, transmission fluid cooling lines. Replace fluids, filters, gaskets, seals and adjust shifter mechanism.
- Proper operation of the cooling and electrical system must be checked during the installation of products that can be affected by those systems.
- While most fluids have been drained from our products, it is your responsibility to completely drain and replace with fluids, lubricants, anti-freeze, and filters that are fresh, clean and approved by the OE manufacturer.

- Any “Recommended Installation Procedures” provided by us must be followed by the installer to maintain warranty coverage.
- **Other:** Tie rod ends, ball joints, wheel bearings and bushings related to steering and suspension components are not included in the warranty or sale and should be inspected and replaced by the installer.
- **In The Event of Failure:** Purchaser must submit a written claim of warranty within the warranty period, mail claims to: Agrade Car and Truck Parts , proof of delivery required. Purchaser must use all reasonable means to protect the product from further damage and must return the original defective product to us. The purchaser must furnish us with such information as we may reasonably require, including written proof of the vehicle’s regular maintenance as recommended by the vehicle manufacturer in the owner’s manual. You may be required to have the defective part, vehicle it is installed in or both brought to our facility or a repairer of our choice. Purchaser hereby agrees to pay all costs associated with inspection, diagnosis, testing and repairs if failure didn’t occur or is found to be caused by improper installation or any other cause outside the scope of warranty herein. We reserve the right to inspect warranty claims related to engines, transmissions, transfer cases, carriers, axle assemblies or any other part prior to removal or return and furthermore reserve the exclusive right to make the final determination as to the warranted parts failure, no other parties shall prevail, our decision will determine the validity of the warranty claim.
- If an Extended Warranty Agreement has been purchased, extended labor warranty claims will be repaired at our option, Agrade Auto Parts, will perform the labor warranty work or have the work performed by a repairer of our choice.