

## \*RETURN POLICY\*

First of all, we want your experience with our company to be great, and we want to get your vehicle running smoothly at a price you can afford with good service.

Our warranties cover defective parts and items sent incorrectly. Phil's Auto does not warranty electrical parts, although we will exchange a defective unit for another IF we have one available. All consignment and non-stock special order sales are final, no exchanges or refunds will be given. Any item that needs to be cut to remove is considered a special order and is nonrefundable.

No labor costs are covered for any part sold by Phil's Auto. If the part is defective we will first attempt to replace it, and if a replacement cannot be found we will issue a refund for the total sale amount, less the shipping costs and labor fee. In the event a re-order is made prior to the return of the first part, we will require payment for the second part and refund the initial order upon return. Return shipping costs will not be reimbursed. Upon contacting Phil's Auto, please provide a detailed explanation as to why the part is being returned. In the event a part is returned that does not fit the specifications listed in this warranty, Phil's Auto reserves the right to apply a 25% restocking fee and withhold shipping amounts from the refund. If the order is cancelled while we are pulling the item and preparing to ship it out, a 25% restocking fee will be deducted from any refund, no exceptions. Phil's Auto is not responsible for items delivered to the address given at the time of sale but not taken into possession by the customer.

Please be aware: We work on a first come, first serve basis. Although we very rarely miss the estimated ship time provided and do our best to meet our ETAs, please remember that ETAs are ESTIMATES ONLY and not guaranteed. Most orders are shipped out within 5 - 8 business days, but in some cases due to inclement weather, holidays, or illness we may take a little longer to get your parts to you. We do not issue refunds for missed ETAs unless we are over 21 business days late from the time the order is placed.

Items ordered for testing purposes only or ordered incorrectly by the customer will not be eligible for return. Verify with a mechanic or body expert the actual part needed before ordering. We do a good job at sending the correct parts and would ask you, our customer, to do the necessary research before ordering. Items returned after the warranty period will not be refunded and will be returned to the sender. Parts must be received within 30 days of the original shipment delivery date to be accepted for a refund or exchange.

Return shipping costs are the responsibility of the customer and shipping costs are nonrefundable.

All parts tampered with, taken apart, with components removed or altered will not be eligible for returns or refunds.

No refunds on deposits or partial payments. Parts with deposits will be restocked after 30 days if balance is not paid in full.

Used tires are "Buy at your own risk" and may not be returned for a refund. We may exchange a tire only within 30 days of purchase with receipt only.

Please ask one of our sales representatives if you have any questions about our return policy.