

SHIPPING POLICY

SHIPPING FAQ's

COVID-19 Service Update

During this critical global health crisis, our GetOEMParts.com team and service providers are doing their utmost to ensure the safety of our employees and customers. Included in the good news is that the shipping vendors we use (FedEx, USPS, UPS, and DHL) are considered essential services and are working hard to continue services as undisrupted as possible. Unfortunately, their shipping services have been affected - both within the United States and internationally - by airline cancellations and regional restrictions stemming from the COVID-19 pandemic. Due to these realities, we can not guarantee normal delivery time frames until further notice. We thank you for your patience as we continue to do our best to get your parts to you as quickly as possible!

For more carrier-specific COVID-19 service updates, please visit their websites:

USPS: <https://about.usps.com/newsroom/service-alerts/>

UPS: <https://www.ups.com/us/en/about/news/important-updates.page>

FedEx: <https://www.fedex.com/en-us/coronavirus.html>

DHL: <https://www.simplydhl.com/covid-19updates>

How Do I Track My Package?

Tracking numbers are **usually** available within **2 to 3 BUSINESS DAYS** after placing your order. (On some orders it may take longer than 3 days) All tracking numbers are e-mailed to the e-mail address you provided at the point of sale. You can also track your order [here](#) by providing your order number and email address.

When Can I Expect To Receive My Order?

Ground orders are usually delivered in 3 to 7 business days. Some orders may take longer than 7 days. Truck freight orders are usually delivered in 7-12 business days. All truck freight deliveries will be scheduled through the shipping carrier with the customer and need a valid daytime phone number.

Overnight and 2-day delivery is not guaranteed, if you select overnight or 2-day shipping that only means that arrangements will be made to ship it out using that service. Please be aware that overnight orders placed on Friday will be delivered Monday with the exclusion of a holiday. We do not offer delivery on Saturday, Sunday or holidays.

Can I Cancel My Order?

We do not accept order cancellations because we often package products within an hour of ordering which is why we don't have the ability to cancel orders. We begin the order process as soon as the order is placed.

Can I Change My Order?

We don't have the ability to accept order changes. We begin the order process as soon as the order is placed. If you entered an incorrect address when checking out, we advise you to contact the shipping company as the receiver of the package when you receive your tracking number. **If you need additional parts please submit a new separate order.** We can't change part numbers or quantities once the order has been placed.

Part of my order is missing. What do I do?

Please contact our support team. (we will contact the warehouse so please allow extra time to respond)

How Do I Return a Part or Core?

We have a 14-day return policy. All parts and cores must be returned within 14 days of delivery with a valid Return number. We do not accept any returns after 14 days, no exceptions

We DO NOT Accept Returns on OPENED Electrical and Electronic Parts - No Exceptions

If you plug in the part or open or tear or unseal the plastic or shrink wrap on an electrical or electronic part you CAN NOT return the part for any reason. Instead of using proper diagnostic procedures, some people resort to trial-and-error parts swapping when they don't know how to fix an electrical problem. When parts they have installed do not fix their problem, they want to return them and try something else. Electrical parts are easily damaged by improper installation or testing therefore we can not accept returns on these items unless they are NOT plunged-in, opened or unsealed.

How Should I Ship Back My Return?

1. Check that all of the parts you wish to return are included in your Return e-mail.
2. We strongly recommend that you return your item with a shipping carrier that can provide you with insurance and a tracking number in case of loss or damage.
3. All returns should be able to be tracked from the time you ship your return until it is signed for on the dock.
4. **Please make sure to clearly write the correct return number on the outside of the shipping box which will be provided to you.**
5. Please do not write on the "boxes" your parts come in as your product will not be considered "resalable".
6. All returns are freight prepaid by the customer. We do not offer return shipping reimbursement regardless of the party at fault.

When will I get my Return number?

Most Return numbers are issued within 2-4 business days. (On some items it may take longer than 4 days) Your Return number along with complete return instructions will be e-mailed to you. If you do not receive your Return number within 5 business days of your request, please contact us as there may be an issue with your return.

Shipping Policy - Tracking and Transit Times

All orders are shipped no signature required. Please be aware that orders ONLY ship on business days; we do not offer weekend or holiday delivery. Most orders are shipped within 1 to 2 business days, subject to

availability, weather, and vendor delays, please note some orders may take longer to ship. Tracking numbers should be emailed to you within 1-3 business days, some tracking numbers may take longer to update. Most standard shipping orders are delivered within 3-7 business days, subject to availability, weather, and vendor delays. Most Truck freight orders are delivered within 7-12 business days. All of the timeframes listed above are estimates only. In some cases tracking updates and shipping times will be longer than stated.

Do You Ship Internationally?

We do not ship outside the United States. We only ship to the Continental 48 states. On some products shipped by air freight we can ship to Alaska and Hawaii. We do not ship to Canada, Guam, Puerto Rico, or to any international destination. We also do not ship to freight forwarding companies or hotels.

Do you charge sales tax?

We collect sales tax in all the states required by law.

Do you ship to PO Boxes?

We do not ship to PO Boxes. You will need to provide a physical shipping address.

I Am Missing Hardware. Can You Send Me The Missing Piece?

We do not offer hardware or have the ability to send missing pieces. If you are missing hardware from a part (e.g., missing gaskets, clamps, bolts, screws etc...) you can either return the entire part or purchase the hardware locally. If you are missing a crucial part to a kit, the entire kit must be returned. We cannot break up another kit to replace missing items.

What happens if I refuse my order?

If you refuse your order you must send us a support ticket as soon as possible to inform us that you refused your order. Refunds for refused orders usually take longer than normal. (Sometimes up to 1 to 3 weeks)

I never received my package, but my tracking number shows it was delivered.

What do I do?

Please be aware that we are not responsible for losses that occur as a result of packages being left in your absence. It is your responsibility to have someone present at time of delivery. You can contact us via the support to obtain a tracking number to find out exactly when delivery is scheduled to your home or place of business. If your package is left by the shipper unsigned, or signed fraudulently and ends up lost you will not be reimbursed for freight or parts. We can, however, file a lost or damage claim with the particular shipper, but their decision is solely based on their information and findings. First, check around your property for any packages that may have been placed out of sight. Second, check with your neighbors to see if your package was accidentally delivered to their residences. If you still cannot locate the package, you will have to call the shipping company, and they should send the driver back out to your residence within 24 hours. If the driver cannot locate the package, a claim will be initiated with the shipping company. Claims take approximately 30 days to settle. We are not responsible for replacing any lost orders while your claim is processing. All replacement parts will have to be reordered until your claim is settled.

What if my part fails? What type of warranty does my part have?

Most of our parts (but not all) come with 30-60 days warranty excluding wear and tear items. Depending on the type of product you purchased, you may also have an extended warranty if you purchased one. Please also refer to the manufacturer information that was included with your product for additional

information. If your part fails we will issue you an Return number to return the product. Faulty parts and improperly installed parts return decisions are left up to the particular manufacturers' rules and regulations. We process the return for you by accepting the part and then forward the part directly to the manufacturer for final approval. Installation of auto parts should be handled by a Certified Automotive Technician, and you should maintain a copy of the repair order after the repair is completed for your records. Especially, with items such as ECM's, A/C Compressors, Receiver Dryers, etc. where misdiagnosis and/or installation can easily damage a part. Remember, that having a certified technician install a part does not necessarily mean it was properly installed, but it will eliminate more of the common errors. On occasion, we may ask for the original repair order and other documentation regarding the repair to be sent to us in order to process the return. If your part is found to be defective you will receive a full refund. All replacement items must be re-purchased. We do not send out free replacements.

What if my part arrives damaged?

If your order arrives damaged or opened, immediately tell the driver that you are refusing the package due to damage. Do NOT accept the package. If a damaged or opened package has been left in your absence, you will have to contact the shipping company. You have 24 hours to notify us that you received a damaged product. We will not accept responsibility for any damaged claims after 24 hours. No exceptions.

How long do part refunds take?

Most return refunds are processed within 14 days or less after the warehouse receives them back. **Some refunds may take longer.** Credit card refunds may take up to 2-7 business days to show up on your statement AFTER we process the credit. This is beyond our control. All refunds are applied in the same manner you paid (e.g., if you paid with a check, you will receive a check refund). You should receive an e-mail the day your refund is processed.

Do you offer exchanges or replacement parts?

No, All products must be returned and reordered.

What if I returned my part without an RETURN number?

If you sent your part back to the return address on the box without an Return number you received from us, **you will not receive credit unless** you can provide a valid traceable return tracking number. If you can provide a return tracking number, it can take us weeks to process your return if your return is located. If we cannot locate your return or if you cannot provide a valid return tracking number, credit will not be issued. **PLEASE DO NOT SEND RETURNS BACK WITHOUT A VALID RETURN NUMBER.**

My part broke while I was installing it, can I return it?

We cannot accept returns on any part that has been damaged due to incorrect installation.

I want to return my item, but I used some of the hardware. Can I return it?

We cannot accept returns on any part that is missing parts, hardware, or instructions.

I received my repair manual, but I don't like it. Can I return it?

Manuals cannot be returned if opened under any circumstances. If you opened the shrink wrap, we cannot offer it again.

I installed my part, can I return it?

All items must be in new resalable condition. We cannot accept items that have been used, installed, or disassembled.

My part is defective, do you pay for damages?

We do not cover any expenses that occur as a result of the installation of a defective product. This includes, but is not limited to, rental car coverage, towing costs, labor, and storage fees.

My part is wrong, do you pay for damages?

We do not cover any expenses that occur as a result of the installation of an incorrect product. This includes, but is not limited to, rental car coverage, towing costs, labor, and storage fees.

I got a wrong part, who pays for return shipping?

We do not offer return shipping reimbursement regardless of the party at fault. All returns are freight prepaid by the customer.

How much will my refund be?

Refunds will be issued on the part itself minus any discounts. Outgoing shipping charges are not refundable for any reason. Your total refund amount will be listed on your refund e-mail.

Our Catalog and Parts Inventory

We offer a comprehensive domestic and import product catalog of replacement parts, performance parts and accessories. With such a large offering, we often use manufacturers and third party vendors to fulfill our orders.