*The following sample written return and warranty policy may be modified to reflect the facility’s policies that go beyond the minimum requirement of the Gold Seal program.*

WRITTEN RETURN & WARRANTY POLICY *sample*

This Gold Seal certified facility has a return policy **of 30 days for store credit or exchange for sheet metal and mechanical parts. Brokered parts have the same return policy and standard warranty** as inhouse part sales.

For sheet metal parts, customers warranty is **a limited warranty against rust and corrosion for a one-year period from the date of purchase** with **the ability to purchase an extended limited lifetime warranty on parts and limited labor**.

For mechanical parts, customers **warranty is a 90-day warranty on parts** with **the ability to purchase an extended warranty for at least one year on parts and limited labor**.

In the event our quality assurance processes identify a defective part prior to delivery to the customer, this Gold Seal certified facility will substitute a part of like kind and quality for the replacement of a defective part prior to delivery to the customer with notification from your salesperson. Quality is important to us at this Gold Seal certified facility.

This Gold Seal certified facility will make any price or warranty adjustments agreed upon between us and our customer upon inspection and request for credit by the customer clearly noted on the invoice for future reference including “as is” or no warranty sales.

Where a part that was delivered to a customer is to be returned to us, this Gold Seal certified facility will arrange pick-up in the time frame agreed upon with customer for the return of delivered parts. This Gold Seal certified facility will cover the return shipping cost unless agreed otherwise with customer for parts that were originally shipped.

A restocking fee, if applicable to a returned part, will be noted on the invoice at the time of the sale. Refunds will be generated within four (4) business days of the part being picked up or returned to the recycler.

Customers may contact the Automotive Recyclers Association at *email or telephone* if not satisfied with the service of this Gold Seal certified facility.