

# Stoney Creek Auto Inc. Terms & Conditions

**A reasonable cash or credit card deposit will be required for parts to be pulled or ordered from another vendor. Deposits will not be refunded if such part has been shipped or pulled and you cancel the order. All deposits are void after 30 days. If item is not picked up within 30 days up to a 25% restocking fee will be applied to the credit card.**

## **Returns:**

Defective item returns must be made within 30 days of the date of purchase

Non-defective item returns must be made within 7 days of date of purchase

Parts must be returned in the same condition, completeness, and undamaged

All individual customer returns are subject to a 25% restocking fee

All accounts can return item for a full refund if SCA is at fault, if customer mis-ordered or is deemed at fault a store credit may be given.

Electrical parts can only be returned if defective (defectiveness may need to be proven by ASE certified shop)

SCA reserves the right to inspect any defective or item with an issue while installed in the vehicle and a reasonable time must be given to inspect the item (2-3 business days)

## **Shipping:**

Shipping charges will only be covered in those instances that the return is a result of an error on the part of Stoney Creek Auto, all other freight/shipping charges are non-refundable on any item purchased. Customers are responsible for shipping charges "both ways" if part is returned.

## **Price Adjustments:**

All requests for price adjustments must be made at the time of delivery, or accepting the item.

Price adjustments cannot exceed 50% of the part purchase price

SCA may require documentation or photos of the issue needing price adjustment

Price adjustments will be given as store credit, or-less agreed upon at the time of adjustment

All store credits expire in 1 year

## **Warranty Information:**

All warranties are PART only and as follows (All parts are sold with a standard 30 day warranty)

30-Day Warranty: Free

60-Day Warranty: 15% of items retail value

90-Day Warranty: 25% of items retail value

(Any warranty greater than 30 days must be purchased and noted on invoice at time of purchase)

The original invoice must accompany any claim for the warranty

Engines are sold as long blocks only accessories such as alternators, starters, water pump, intake & exhaust manifolds, injectors, flywheel, brackets, sensors, thermostats, and timing belts are complimentary and do not necessarily come with the engine. These items are not covered under any warranty given nor do we guarantee the interchangeability of these items. At the time of installation, and in order to maintain coverage under the warranty, it is required that the installed will do the following:

## **Engines:**

1. Install a new thermostat
2. Change the oil & filter prior to starting
3. Replace the timing belt
4. Flush and check radiator flow
5. Install new oil seals, and gaskets where necessary (oil leaks are not covered under warranty)
6. Retain service and maintenance records while following manufacture recommended intervals

## **Transmissions:**

1. Replace all external seals
2. Flush transmission lines and cooler
3. Properly seat torque converter on automatic transmissions (a broken front pump voids warrant)
4. Do not remove the pan (this voids the warranty without permission)
5. All non-freighted transmissions do not change the fluid or filter only add to the fluid (changing the fluid and filter without our permission will void warranty)

## **Axles/Axle differentials:**

1. Replace all seals and gaskets
2. Replace the fluid
3. Install original or new brake components including backing plates

## **Sheet Metal/Body Parts/Cuts:**

1. All sheet metal cuts & custom prepped parts cannot be cancelled, returned, refunded, or adjusted (you have the ability to inspect item here before placing the order)
2. All bolted body parts must be in the same condition to be returned (no body work done to them)

## **Wiring Harnesses:**

All wiring harnesses must be confirmed to fit by the dealer by the customer. The customer has full access to our VIN to do this, if customer purchases harness and wants to return it there is a \$75.00 non-refundable labor charge and any shipping charges will not be refunded.

Safety clips sometimes do break, and 1-2 small connectors may be broke time-time this is normal for a USED harness and does not make the harness "defective" we reserve the right to get customer the broken plug/s if necessary to splice in before a refund is given or a return is granted.

## **Our Warranty does not cover the following items:**

The purchaser's loss of time, inconvenience, loss of use, towing expense, installation expense, commercial loss, rental cars, or other consequential damages

On driveline components fluids, gaskets, seals, filters, intake manifolds, exhaust manifolds, clutches, water pumps, wiring, thermostats, sensors, hoses, belts, spark plugs and injectors are not guaranteed.

On suspension components bushings, joints, and bearings are not guaranteed if they are sold aftermarket these are wearable components that should always be replaced

Light bulbs are not guaranteed to work

Claims that result from, accident, abuse, neglect, alteration, improper installation, not using proper methods for removing bolts i.e. customer breaking bolts (we recommend heating all bolts here in MI items get corroded)

Parts used for racing, off-road, or commercial purposes

**Accounts:** All past due accounts are subject to a 2% bi-weekly charge

**Cores:** Core refunds will be given in the form of a SCA company check or cash if available

Stoney Creek Auto Inc. is an automotive recycler that provides quality parts in a timely manner with no surprises on delivery. The Stoney Creek Auto crew utilizes our knowledge and commitment to help our customers be completely satisfied with their buying experience. A signature anywhere on this invoice is agreement to our full terms & conditions. This page is a simplified version of our terms and conditions a full version can be found on our website at:

*stoneycreekauto.com*