



# TERMS OF SALE

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Unless otherwise indicated, these Terms of Sale are between you, your participating dealership, and General Motors Holdings LLC and its affiliates (“GM”, “us”, or “we”). By creating an account or making a purchase through this website, you acknowledge and agree to the following:

## GENERAL

These Terms of Sale are subject to the Privacy Notice at <https://www.gm.com/privacy/>, User Guidelines at <https://www.gm.com/user-guidelines.html>, and any other legal notices published by GM on this website. If any provision of these Terms of Sale is deemed invalid by a court of competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of these Terms of Sale, which shall remain in full force and effect. GM reserves the right to amend these Terms of Sale at any time, and it is your responsibility to review these Terms of Sale each time you make a purchase through this website. Your use of this website following any amendment of these Terms of Sale will signify your assent to and acceptance of its revised terms. YOU AGREE THAT ANY CAUSE OF ACTION ARISING OUT OF OR RELATED TO THIS WEBSITE OR ANY PARTS OR ACCESSORIES PURCHASED THROUGH THIS WEBSITE MUST COMMENCE WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES. OTHERWISE, SUCH CAUSE OF ACTION IS PERMANENTLY BARRED.

## ACCESSORIES SHIPPING OPTIONS

The Accessories eStore offers FedEx® shipping on eligible orders. Select from Ground, 2-Day and Overnight shipping on eligible products. Eligible products selected for FedEx shipping will generally be shipped within 1-2 business days of your order date. If an item is not readily available in stock to ship, your selling dealership will contact you. Some items will require pickup (due to weight and dimension restrictions) at your dealer of choice.

## PARTS SHIPPING OPTIONS

- Eligible products selected for Ship to Home will usually be shipped within 1-2 business days of your order date.
- Depending on shipping location, shipping times may vary.
- Some items will require pickup due to weight and dimension restrictions at your selling dealer.

## PAYMENT METHODS

Unless otherwise stated, purchases on this website will be processed by your dealer of choice. Most

dealers accept all major credit cards, including Visa, MasterCard, Discover and American Express.

## **RETURN POLICY**

Parts and accessories purchased online and shipped directly to you or picked up at a participating dealership may be returned in accordance with the Return Policy.

To be eligible for a return, the item:

- Must be returned to the selling dealership within 30 days of receipt
- Must be in original condition (i.e., new and unused), and must be returned with all parts, components, instructions and in the original shipping container.
- Batteries, EV Chargers and Electrical Parts are not returnable.
  - EV charging adapters are returnable to the selling dealership within 30 days of receipt.
- All returns are subject to seller dealership inspection.

Sellers reserve the right to refuse the return of any parts that have been opened, unsealed, or used in any manner, or that do not meet the above criteria.

## **AUTOMOTIVE PARTS CORE CHARGE AND CORE CHARGE RETURN POLICY**

Certain automotive parts can be recycled and remanufactured for future use. These parts have a “core charge” that is used as a deposit on the portion of the part that can be reused. The reason for this charge is to encourage the return of your old part. When the recyclable component from your old part is returned to us, the charge is refunded to you. To receive your core charge refund:

- If you had the automotive part shipped to your home, visit <https://acdelcocorererefund.com> and follow the instructions to complete your return and refund request.
- If you picked up the part from the Dealer, or had it installed at the Dealer, the core must be returned to the Dealer you purchased it from. Full core rebate is paid to you as long as the core is as complete as the product provided, missing no parts and returned in the ACDelco box the new part was received in. Make sure to drain all liquids and place it in a plastic bag to avoid leakage during the return process. The core return must be received within 6 months of the purchase date of your new or remanufactured unit.

## **PRICING; ERRORS AND OMISSIONS**

Displayed prices are the Manufacturer’s Suggested Retail Price (MSRP) where indicated, which excludes shipping, installation, wheel components (if applicable), taxes and any other fees that may apply. Dealer prices are displayed where available and may vary, as participating dealers are solely responsible to set final prices. Installation prices, where applicable, are also set by the dealer. Prices are subject to change without notice.

Acknowledgement of an order means that your order has been received; it does not mean that your order has been accepted or shipped or that the price or availability of an item has been confirmed.

We make a conscientious effort to describe and display products accurately on this site. Despite these efforts, items on the site may be mispriced, inaccurately described or unavailable. As a result, we cannot and do not guarantee the accuracy or completeness of any information, including prices, images, specifications, availability and services. We reserve the right to change or update information to correct errors, inaccuracies or omissions at any time without prior notice. We apologize for any inconvenience.

## WARRANTY INFORMATION - PARTS

### **24-MONTH/UNLIMITED-MILE LIMITED WARRANTY**

Our most common Parts Warranty offers a coverage period on the majority of our Service Replacement Parts, including labor (ACDelco and Genuine GM Parts included), as long as the part was installed by a General Motors dealership. Please visit your local GM dealership to learn more about the warranty part details and qualifications. Warranty effective April 1, 2018. Parts that are covered include:

- GM Original Equipment Brakes
- GM Original Equipment Rotors
- GM Original Equipment Alternators and Starters
- Professional Brakes
- Professional Rotors
- Professional Alternators and Starters

### **LIMITED LIFETIME WARRANTY**

General Motors offers a Limited Lifetime Warranty on specific service parts sold by GM dealers. GM warrants to the purchaser that it will replace these specific Genuine GM/ACDelco parts for all manufacturer defects including normal wear and use, including 24 months of labor (see list below):

- Chassis Parts
- Fuel Pumps –Electronic
- Ignition Wire Sets
- Radiators
- Shock Absorbers/Struts
- Wheel Bearings –Hub Bearings

**Effective Date:** This Limited Lifetime Warranty is valid for parts purchased on or after April 1, 2014, and shall remain in effect for as long as the named purchaser owns the vehicle on which the part was installed.

**Qualifications:** It will be incumbent on the purchaser to retain the original sales receipt and/ or job card, together with the properly completed warranty reimbursement form. A warranty reimbursement form is provided at time of purchase or can be downloaded from the internet at

<https://www.genuinegmparts.com>.

## 12-MONTH/UNLIMITED WARRANTY

Effective April 1, 2018, General Motors offers a 12-month/unlimited-mile coverage period on these select ACDelco Replacement Parts, including labor, as long as the part was installed by a General Motors dealership (see list below):

- Advantage Wheel Bearings – Hub
- Advantage Shocks and Struts
- Advantage Brakes
- Advantage Chassis Parts
- Parts that include bolts, fasteners, grommets, spacers, shims, washers, and clips

## EXCLUSIONS

The 24-Month/Unlimited-Mile Limited Warranty, the Limited Lifetime Warranty, and the 12-Month/Unlimited Warranty exclude the following:

- Fluids or any additional parts necessary to complete the installation
- Damage due to improper installation, alteration, or objects striking the part
- Damage caused by the use of a coolant or coolant mixture not in accordance with the vehicle warranty
- Improper application; use of part in a manner not specified by General Motors
- Loss of time, inconvenience, loss of use, or other incidental or consequential damages

## ORIGINAL PURCHASER'S OBLIGATIONS

This auto part warranty remains in effect for as long as the original purchaser owns the eligible vehicle on which the part(s) was originally installed. The original purchaser seeking a repair must return the vehicle to a Chevrolet, Buick, GMC, or Cadillac dealership. The original purchaser must provide a copy of the original auto repair order showing that a Chevrolet, Buick, GMC, or Cadillac dealership had earlier replaced the warranty-eligible part. The cost of the replacement auto part(s) will be covered; labor is covered up to 2 years of original purchased part.

## WARRANTY INFORMATION - ACCESSORIES

LIMITED WARRANTY. Accessories installed by an authorized GM Dealer will be covered, parts and labor, for the longer of the following: a) 12 months/12,000 miles (whichever comes first), or b) the balance of the applicable portion of the New Vehicle Limited Warranty. See your dealer for details. Accessories (i) purchased at a dealership (but not installed by a dealer), (ii) shipped directly to a customer, or (iii) not requiring installation will receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only, regardless of miles.

Associated Accessories are provided by independent companies and are not warranted by GM or its dealers. The independent company providing an Associated Accessory, rather than GM, is responsible for the safety and quality of Associated Accessories.

## **EXPORT CONTROLS AND ECONOMIC SANCTIONS**

Certain parts, accessories, and software (collectively “Items”) that may be obtained through this website may be subject to the export control and economic sanction laws and regulations of the United States (collectively “Export Control Laws”). You agree to comply with all applicable Export Control Laws and may not export, re-export, or transfer Items without first obtaining all required licenses and other authorizations. Compliance with these laws and regulations includes, but is not limited to, abiding by U.S. economic sanctions, embargoes and prohibitions on transactions with restricted parties, countries and regions. This includes, but is not limited to, the prohibition on the transfer of commodities, materials, software and technology to U.S. sanctioned countries and regions (currently including Cuba, Iran, North Korea, Sudan, Syria, and Crimea).

## **CONTACT US**

For shopping support call 1-844-847-1118. For technical questions please contact your local seller.