

Doug's Auto Recyclers Warranty Information

Attention! Advancements in automotive technology have progressed! Many parts we sell require unique installation steps. Failure to perform the installation steps specific to your part may void your warranty. Some of these steps (an overview) will be on a tag attached to your part. Please consult a professional for complete installation guidelines.

Free Standard 180 Day Limited Parts Warranty:

Doug's Auto Recyclers warrants to purchaser that any part we sell, to be free of defects for a period of 180 days from date of purchase. If the part fails under normal use Doug's Auto Recyclers exclusive remedy is to replace the part, repair the part, order a replacement or refund the purchase price.

The following conditions apply to the 180 Day Limited Parts Warranty (standard) and the Extended Parts and Labor Warranty (if purchased):

- Invoice must accompany all claims under warranty.
- The part being returned must be marked with our ink or otherwise verified to be the original part purchased.
- Original purchaser must make warranty claim, this will be verified with a drivers license.
- Defective merchandise must be returned to us in the same condition as when sold and within 180 days of purchase (this applies to standard warranty only).
- Any sheet metal damage claim must be made at the time of delivery or pickup.
- Doug's Auto Recyclers must be notified of any defective transmissions, engines and axle assemblies prior to any repairs to fix the defective part. All engines are equipped with a heat tab. If this is melted or blown, warranty is void.
- Labor is not covered unless a Parts & Labor Warranty was purchased at time of sale.
- Parts used for anything other than their original application are not covered under any warranty. (i.e. racing, off road or commercial use).
- We reserve the right to have the original part inspected by a specialist (Transmission or Engine shop) to determine the cause of failure. Expect a few days for this process.
- Doug's Auto Recyclers reserves the right to determine whether part replacement or refund is to be issued.
- Specific parts may require additional procedures before and during installation. Check your part tag for an overview of these steps. Consult a professional or the manufacturer for additional installation guidelines.
- Improper installation will void your warranty. New seals, fluids, belts, water pumps and filters are required where applicable.
- We guarantee our engines and transmissions against rod knock, excessive smoke, cracked block and excessive oil consumption. Accessories such as water pump, throttle body, fuel rails valve covers and manifolds are not covered or guaranteed and are left on for the customer's convenience.
- Failure to perform the proper installation steps will void your warranty.
- You must replace all seals prior to installation including but not limited to front seals, axle shaft seals, cooler line seals, and oil pan seals.
- You must use the correct fluid in your purchased engine or transmission. The correct fluid is specified by the manufacturer. Do not use compatible oil or fluid.
- All parts with filters, especially transmissions, must have filter kits installed.
- It is extremely important to perform a hot flush or replace transmission coolers. Other methods will not remove all the debris lodged in your trans cooler and will damage the replacement unit.
- Clear all previous error codes in all control modules related to the replacement part and perform any "relearn" procedure before a road test is performed.

Return Policy:

If you need to return an unneeded part it must accompany the invoice and be made within 30 days. 75% of the purchase price will be refunded. 25% covers our overhead and labor costs involved in pulling the part and restocking it. This amount may be adjusted at the sellers' discretion. If in store credit is accepted by the purchaser the 25% restocking fee may or may not be charged; this is at Doug's Auto Recyclers discretion.

Parts must be returned unused by the purchaser and in the same condition as purchased.

Engine and chassis computers and cut to order sheet metal are the only parts we sell that may not be returned.

Special Order parts returned will be charged the 25% mentioned above as well as shipping costs both ways, in the event the part is unwanted and returned as purchased.

Extended Parts & Labor Warranty:

For an additional cost, extended parts and labor warranties are available for up to one year. If purchased, this will appear on the invoice as a separate item. Extended warranty applies to original purchaser with original invoice and will be verified with a driver's license. Your extended part and labor warranty coverage includes: Labor covered at \$65 per hour. Hourly estimates are determined by Mitchell estimated repair time, not the installing shop. At our discretion we may replace the entire unit, supply new or used parts to repair the original part or refund purchase price and the amount of labor coverage. Warranty claims may be capped at 1.5 times the original invoice price including core charges and all applicable taxes. No other coverage is implied or provided.

In the event we are unable to provide or obtain a replacement part, the full cost of the part plus labor (to remove and replace the part as described above) will be refunded. All conditions of our standard 180 day warranty apply to any extended warranty purchased.

Special Order Parts Warranty:

Parts that are shipped in from another yard will carry that company's warranty, not ours. Most recyclers have similar warranties and we will do everything we can to help you solve any problems. Please see return policy above for special order returns.

OUR GOAL IS TO PROVIDE YOU WITH QUALITY OEM PARTS AT FAIR PRICES WITH NO SURPRISES!
LET US KNOW HOW WE CAN HELP.