

NOTE: All returns (excluding batteries) must use the Online Return Authorization Process.

Categories	Return Timeframe	Return Category Details
Accessories	90 days from date of purchase.	<ul style="list-style-type: none"> Installed accessories are non-returnable. Special orders are non-returnable and defined as product Accessories of Ohio Valley does not currently stock.
Parts	30 days from date of purchase.	<ul style="list-style-type: none"> No return on Ford Blue Box and/or special orders. Special orders are non-returnable and defined as product Suburban Parts Source does not currently stock.
Batteries	30 days from date of purchase	<p>Your driver will complete the return form when picking up batteries. Online Return Authorization <u>is not required</u>.</p> <ul style="list-style-type: none"> Battery warranty: Customer must attach a complete Battery Warranty Form and all required documents to the battery for pick up.
Transit Cores	3-5 business days after LPO wheel delivery	<ul style="list-style-type: none"> 3-5 business days is the preferred return timeframe. If your transit core return exceeds this timeframe, please contact your Sales Representative. All returned transit cores must include the return stickers provided at delivery.
Delivery Shortages and Visible Damage	1 business day from date of delivery	<ul style="list-style-type: none"> LPO, Parts, Accessories delivery shortage and visible damage must be claimed within 1 business day of delivery.
Ecommerce	30 days from AOV invoice date	<ul style="list-style-type: none"> Installed accessories are non-returnable. GM ecommerce return policy guidelines apply.
Chemicals	Not Returnable	<ul style="list-style-type: none"> N/A

On-Line Return Authorization Process at ADW1.com/Customer Site/Submit Returns

- Once the required on-line return authorization has been submitted by the customer, Accessories of Ohio Valley/ Suburban Parts Source will:
 - ⇒ Pickup the return within 2 business days of receiving the on-line return request. For customers supported by 3rd party delivery partners (non-Accessories of Ohio Valley drivers), we will coordinate return pick up as needed. Customer delivery to Accessories of Ohio Valley/Suburban Parts Source will-call is also an option.
 - ⇒ Issue the return credit within 2 business days after receiving the return.
- Return condition descriptions: New=Part and packaging is unused, uninstalled and ready for resale. Defect=Concealed damage, improper packing. Core=Return part for remain purposes.

Warranty Guidelines

- All ACDelco, Motorcraft, and GM Accessories, once installed, must be warrantied with the respective OE (GM, Ford).
- All GM Associated Accessories must be warrantied with the specific manufacturer of that accessory. See your Sales Representative for Associated Accessories warranty contact information.

Questions? Please contact your Sales Representative or Customer Service at 1-800-421-5556.