

Delivery time frame is 7-14 business days. Holidays and weekends are not considered business days. Unusual circumstances may require extended time frame.

All cancelations/returns are subject to a 25% restocking fees and are at the sole discretion of the seller.

See <https://www.preferautoparts.com/part-policy-for-what> is covered under each part

Unit Installation and Activation of Warranty:

Warranty is activated on date the part is delivered by the shippers.

Warranty on Engines and Transmissions is either 30 or 90 days depending on terms of the sale.

Warranty on Parts is 30 days.

Warranty Limitations:

In case of a total breakdown of a delivered unit, Prefer Auto Parts obligation is limited to replacing components covered under this warranty. If replacement of a covered component is required and a replacement component is not available, Prefer Auto Parts reserves the right to pay the customer the cost of replacement component's value, not to exceed the original purchase price Prefer Auto Parts, at it's sole discretion, may opt to replace the original unit with another used assembly of like kind and quality. Replacement of any part or transmission or engine covered under this warranty will be considered a repair and will not change the original length of time or term of warranty based on the original purchase date.

What's Covered: (Applies to the specific Engine, Transmission, Part purchased)

Prefer Auto Parts warrants to the original purchaser that engine purchased will be free from cracks in the block, free from knocking, excessive oil consumption and will be subject to the following terms and conditions.

The Engine warranty only covers the engine long blocks.

Components NOT covered under warranty include all bolt-on accessories, wiring, sensors or ancillary items that may have been inadvertently shipped with the engine. The following internal components of gasoline or diesel engines are covered: pistons pins, crankshaft and main bearings, connecting rods and rod bearings, camshaft and camshaft bearings, intake and exhaust valves, valve springs, push rods, rocker arms, hydraulic lifters and rocker arm shafts. The engine block and cylinder heads are covered only if damaged by a covered component.

The following components of automatic or manual transmission are covered: torque converter, oil pump, governor, drums, planetaries, sun gear & shell, sprags, shafts, bearings, shift rails, forks, synchronizers. We guarantee transmissions will shift properly, gears to be good and bearings to be good. Thoroughly clean all components of the transmission including oil pan before assembly. Replace oil and filter in all automatic transmissions. You must replace ALL seals and gaskets prior to installation. Flush & flow test cooler and lines. Fully engage torque converter in front pump. For manual transmissions, you must install a new clutch, pressure plate, and slave cylinder. You must also have your fly wheel turned prior to installation. Fill and check fluid to insure proper levels.

What's not covered and Exclusions: (Applies to the specific Engine, Transmission, Part purchased)

Leaking gaskets or seals are not covered.

Any and all claims or damage resulting from: failure to maintain proper coolant, fluid, refrigerant, or lubrication levels, overheating of any type, abuse, negligence, freezing, personal damages, fire, flood, vandalism, theft, collision, acts of God, competition or racing, usages not approved by the vehicle manufacturer, improper load capacity, or improper towing, damages cause by contaminated fluids, coolants, or lubricants for any reason, misuse, road conditions, riots or acts of war are not covered. Claims occurring outside the United States are not covered. Once a claim has been initiated, the purchaser may not continue to operate the vehicle until a claim determination or decision has been made by Prefer Auto Parts; continued operation will void the claim. Any work or repair done to vehicle without prior written authorization from Prefer Auto Parts is not considered an authorized claim and will not be covered. Incidental or Consequential damages such as physical injuries or property damages, medical expenses, telephone or rental charges, lost wages or earnings, freight, shipping or towing of a vehicle or anything associated in the way of per diem expenses, accommodation or storage fees is not covered under this warranty. Any and all commercial, for-hire use, sporting or competitive use is not covered. Any and all breakdowns caused by mechanical alterations not meeting manufacturer's specifications are not covered. Factory recalls or resultant breakdowns are not covered. Transmission clutches and clutch plates are not covered under this agreement. Breakdowns due to a covered part already replaced under this warranty. Any cost or expense associated with obtaining repair estimates or work performed to determine cost or estimate for repair is not covered. Any defective parts must be made available for inspection upon Prefer Auto Parts request. Breakdowns caused by excessive wear and tear for the year and mileage of vehicle are not covered under this warranty. Breakdowns that occurred while under another warranty of any kind are not covered. Breakdowns covered by manufacturer warranty or recall, distributor or repairers guarantee, any other written warranty, government or court orders, decrees or settlements, or any valid or collectable insurance policy are not covered. Improper engine or transmission installation or installation by a non-ASE Certified mechanic.

We do not warranty oil leaks/damage on engines or transmissions due to non-replaced seals, gaskets or filters. Any failure due to transmission coolant lines not being flushed at the time of installation is not covered. Transmission may need to be relearned, reset or flashed by dealer AND may need electronic valve body replaced; this is not covered External switches and sensors on transmissions are not covered.

Though our parts are cleaned, the external appearance of an engine or transmission may include dirt, oil, rust or other debris; this is not uncommon in the industry. The external visual appearance is not covered.

Order Cancellation:

Once an order has been placed and the buyer/customer can only cancel the order within 24 hours of placing the order. After 24 hours, a twenty five percent (25%) cancelation fee will apply.

Order Return and Refund:

Prefer Auto Parts will ship and replace incorrectly shipped parts without cost to the customer within 10 - 15 days of customer's delivery receipt of parts. Incorrectly ordered parts or cancelled orders are subject to a twenty five percent (25%) handling and restocking fees and the customer pays all shipping costs for return and replacement. Incorrectly ordered parts or cancelled orders, for any reason, are the customer's responsibility.

No refunds or credits are allowed, under any circumstances, for returned engines and transmissions not in their original assembled condition as shipped to customer (excluding items damaged in shipping and verified by a Prefer Auto Parts representative).

If the part is damaged, at time of delivery, both customer and delivery driver must write DAMAGED and sign their names to the delivery receipt. Also, if you receive a damaged part or an incorrect part you must notify our customer service department by e-mail and telephone call within three (3) business days (72 hours) of its arrival. DO NOT SEND THE PART BACK BEFORE RECEIVING INSTRUCTIONS/ RETURN MERCHANDISE AUTHORIZATION (RMA).

Parts refused at time of delivery will be subject to a twenty five percent (25%) restocking fee and purchaser agrees to pay all shipping charges.

Returning the part is the responsibility of the customer and Prefer Auto Parts must be provided with a return tracking number when the item is returned.

The item must be returned within 7 business days of return authorization. The return address will be provided at the time we are contacted. Parts must be returned to the location address provided. Once the item is returned, we will issue a refund on the original purchase price or send a replacement part. Once the item is returned it will be inspected and upon approval, a credit request will be forwarded to accounting. Customer refunds are issued once the returned part has been inspected and verified to be the original unit shipped and in the original condition shipped.

This warranty covers defective parts and items sent incorrectly. We offer a part only warranty. *NO LABOR COSTS are covered for any part sold by Prefer Auto Parts. If the part is defective or bad, Prefer Auto Parts reserves the right to first replace defective or bad part. If a replacement is not available through Prefer Auto Parts, a refund for cost of the part may be issued upon return of the defective or bad part. No refunds are provided unless defective or bad part is returned within 30 days from the delivery date. In the event a reorder is made prior to return of the first part, Prefer Auto Parts will require payment for the second part and refund the initial order upon return of defective or bad part. Return shipping costs will not be reimbursed. Upon contacting Prefer Auto Parts please provide a detailed written explanation as to why the part is being returned.

Maintenance Requirements:

Acceptable records documenting purchaser's adherence to the vehicle manufacturer's required maintenance are required in the event of a warranty claim.

Acceptable records must be: issues on the date of maintenance, issued in the name of purchaser, be signed by purchaser, be electronically generated, issued by the commercial Automotive service facility performing the maintenance, include mileage, date, vehicle identification number, year, make and model, and include a record of payment and service performed. Handwritten information on records, receipts or repair orders, pertaining to or documenting required maintenance are not acceptable.

Warranty Claim:

All warranty claims must be filed within the warranty period and include diagnostic print-out from an Automotive Service Excellence (ASE) certified mechanic and mechanics installation invoice with receipts showing CUSTOMER RESPONSIBILITY requirements have been met. E-mail full name and contact information with all paperwork and photo-copy image of all receipts to support@preferautoparts.com. A representative will contact you with 24 -48 business hours, subject to major holidays.

Customer Responsibility:

The customer must provide and is responsible for: installing new seals and gaskets at the time of engine or transmission installation, including a new thermostat, timing belt/chain, water pump and oil pump at the time of engine installation. Seals in turbos are not guaranteed to be perfect and may need replacing during the warranty period. Transmission coolant lines must be flushed, or warranty will be void. RADs with engine coolers and oil coolers must be replaced. Transmission may need to be relearned, reset or flashed by dealer AND may need electronic valve body replaced. Engines and transmissions must be installed by an ASE Certified mechanic. Incorrectly ordered parts or cancelled orders, for any reason, are the customer's responsibility. No refunds or credits are allowed, under any circumstances, for returned engines and transmissions not in their original assembled and condition as shipped to customer.

Choice of Law and Venue:

All questions concerning or legal matters concerning the construction, interpretation, validity, and enforceability of this Agreement, whether in a court of law or in arbitration, shall be governed by and construed and enforced in accordance with the **laws of the State of Michigan**, without giving effect to any choice or conflict of law provision or rule that would cause the laws of any other jurisdiction to apply.

Other Terms and Conditions:

Mileage is not guaranteed and is correct to the best of our knowledge.

Residential deliveries incur additional shipping charge unless alternatives are pre-arranged. OEM parts are interchangeable with multiple years, makes and models, thus the same part is an exact fit for multiple makes and models as determined by OEM standards. We guarantee the part we sell to fit your vehicle. This warranty is not transferrable. All deposits are non-refundable. There is no warranty on appearance of parts.

The purchaser is required to self-accrue and remit Use tax due on all purchases for which Sales tax has not been collected by Prefer Auto Parts.

We stand by our warranties and make sure that our valued customers are at ease when purchasing auto parts from us. If you have any questions, feel free to call us at [1800-807-9296](tel:1800-807-9296) or 586-265-5865 or email us at support@preferautoparts.com

