

✓ THE PART



- ✓ Open the Box
- ✓ Inspect the Part
- ✓ Verify the Return



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Product Return Guide for: Shocks and Struts

We understand that it can be difficult to determine if a return is valid or not. These 5 tips will make it easier for you to decide what is a valid warranty claim and what is not.

ALWAYS open the box to check the part

- Confirm the brand on the part matches the brand on the box. Some customers may try to return worn OEM parts, or parts from a different aftermarket brand.
- If the part has not been previously installed, it can be returned, but it should not be processed as a warranty.
- You can check if a shock is missing hardware by looking at images on the shock manufacturer's website. If a part is missing hardware, you can order hardware and place the part back into inventory.
- A part that was damaged during installation can be denied as a warranty claim.
- Inspect the rod for vise grip marks. If a shock or strut is leaking, it is likely someone used vise grips during installation and those marks damaged the seal, causing a fluid leak. This is not a valid reason for a warranty and should be denied.



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