

Company Policy

We believe clear policies build better customer relationships. This page explains what you can expect when you browse, contact, or purchase from Apex Auto Spare Parts.

Effective date: September 6, 2026

Our commitment to customers

Apex Auto Spare Parts supplies new, OEM, aftermarket, remanufactured, and used automotive parts. We aim to provide accurate information, documented transactions, secure payment instructions, careful freight preparation, and fair support when something goes wrong. Availability, price, condition, fitment, and delivery cost vary by product and destination, so we confirm important order details before accepting payment.

1. Honest product descriptions

We describe each product as accurately as reasonably possible using the information available to us. Used parts may show normal wear, scratches, small dents, paint variation, oxidation, prior repairs, or missing trim and hardware. When photographs show the exact item, those photographs form part of the condition description. We encourage customers to request additional photographs, measurements, part numbers, and condition details before ordering.

2. Fitment verification

Customers should provide the vehicle year, make, model, trim, cab style, bed length, drivetrain, engine, VIN, and any relevant option codes. Vehicle production changes can make year and model alone insufficient. Our fitment assistance is based on the information supplied and does not replace inspection by a qualified installer. Written fitment confirmation offers the strongest protection under our Refund and Returns Policy.

3. Clear pricing and invoices

Before payment, we provide or confirm the product price, currency, applicable taxes, freight charges, and important product or delivery conditions. Additional services such as residential delivery, liftgate service, storage, customs brokerage, duties, installation, programming, calibration, painting, and labour are not included unless stated on the order or invoice.

4. Safe payment practices

Customers must use only a payment option displayed at checkout or written on a verified Apex invoice. We do not ask customers to send funds to changed payment instructions without verification. If any payment message appears unusual, contact us using the telephone number or email published on this website before sending money. Never share passwords, one-time security codes, or complete card details by email or social media.

5. Product holds and payment plans

A product is reserved only after Apex confirms the hold or payment plan in writing and receives the required deposit. Unless a written invoice states otherwise, our interest-free layaway plan begins with a minimum 20% deposit and must be completed within 60 calendar days. Products remain with Apex and are not shipped until the full product balance and applicable freight charges are paid. The complete rules appear in our [Payment-Plan Terms](#).

6. Shipping and freight

Large items may be crated or secured to a pallet and shipped by freight carrier. Delivery dates are estimates because weather, carrier capacity, customs, inspections, and remote access can cause delays. Customers must inspect freight before signing, record visible damage or shortage on the delivery receipt, keep packaging, take photographs, and contact us promptly. See our [Shipping and Freight Policy](#).

7. Returns and refunds

Eligible standard returns may be requested within 30 calendar days after delivery. An item must normally be unused, uninstalled, unmodified, complete, and returned with authorization. Different rules apply to incorrect, damaged, defective, special-order, custom-prepared, electrical, consumable, installed, or final-sale items. We do not require customers to give up non-waivable consumer rights. See our [Refund and Returns Policy](#).

8. Warranty and used-part condition

Unless a listing or invoice provides a longer warranty or clearly identifies the item as as-is, for parts, non-working, or final sale, used mechanical and electrical parts include a 30-calendar-day limited functional warranty. New and remanufactured items carry the warranty stated in their listing, invoice, packaging, or manufacturer terms. Coverage, exclusions, installation requirements, and claim steps appear in our [Warranty and Used-Part Condition Policy](#).

9. Customer communication

We communicate through the contact information supplied with an enquiry or order. Customers should review confirmations promptly and notify us of errors before dispatch. We aim to acknowledge customer-service enquiries within two business days, although investigation, carrier claims, technical review, or supplier confirmation may require additional time.

10. Respectful service and fraud prevention

We treat customers fairly and expect respectful, truthful communication in return. We may pause or decline a transaction to verify identity, payment, delivery details, ownership of an account, suspected fraud, threatening conduct, unlawful activity, or a material inconsistency. Verification protects both customers and Apex and does not guarantee order acceptance.

11. Complaints and resolution

If you have a concern, contact us with your name, order number, a clear description, and supporting photographs or documents. We will review the information and explain the proposed outcome. If we cannot resolve the matter directly, you may use any regulator, payment dispute, small-claims process, or other remedy available under applicable law.

12. Privacy and website use

We handle personal information as described in our [Privacy Policy](#) and explain website technologies in our [Cookie Policy](#). Website use and purchases are also governed by our [Terms and Conditions](#).

13. Policy updates and legal rights

We may update these policies prospectively when our services, providers, or legal obligations change. The effective date identifies the current version. Nothing in this Company Policy excludes or limits a right or remedy that applicable law does not allow us to exclude or limit.

Questions or requests

Contact Apex Auto Spare Parts before ordering if you need fitment, condition, shipping, payment, return, warranty, or privacy information.

- 1 Email: support@apexautospareparts.ca
- 1 Phone: +1 (775) 470-0761
- 1 Mail: 26712 Gloucester Way #201, Langley Township, BC V4W 4A8, Canada
- 1 Website: <https://apexautospareparts.ca/contact-us-2/>

Customer copy - Please retain this document with your order records. The website version in effect when an order is accepted governs that order, subject to applicable law.