

Privacy 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

1. Who we are

Apex Auto Spare Parts is an automotive-parts retailer based in Langley Township, British Columbia. In this policy, “Apex,” “we,” “us,” and “our” refer to Apex Auto Spare Parts, and “you” refers to a visitor, customer, or person who contacts us.

2. Information we collect

We collect only information reasonably needed to operate our store, provide service, meet legal obligations, and protect our customers and business. Depending on how you use the site, this may include:

- 1 Identity and contact information, such as your name, email, telephone number, billing address, shipping address, and account details.
- 1 Order and vehicle information, including products, vehicle year, make, model, trim, VIN or fitment details you provide, invoices, payment status, delivery instructions, and service history.
- 1 Payment information. Payments are processed by the payment method or provider presented at checkout or on an invoice. We receive transaction confirmations and limited payment details; we do not intentionally store complete payment-card numbers.
- 1 Communications, including contact-form submissions, emails, calls, messages, reviews, and support requests.
- 1 Technical and usage information, such as IP address, browser, device, referral page, pages viewed, approximate location, cookie identifiers, and security logs.

3. How we collect information

We collect information directly from you, automatically through our website and cookies, and from service providers involved in payments, fraud prevention, analytics, hosting, communications, shipping, and order fulfilment.

4. Why we use information

- 1 To respond to questions, confirm fitment, prepare quotes, process orders and payment plans, arrange shipping, and provide returns or warranty support.
- 1 To create and secure customer accounts, prevent fraud and abuse, maintain records, and enforce our policies.
- 1 To improve products, site performance, accessibility, and customer service.

- 1 To send transactional messages and, where permitted or consented to, marketing messages. You may unsubscribe from marketing at any time; service messages may still be sent.
- 1 To comply with tax, accounting, consumer-protection, privacy, legal-process, and other lawful requirements.

5. Consent and legal authority

We collect, use, and disclose personal information with your consent or as otherwise permitted or required by applicable law. Consent may be express or implied depending on the sensitivity of the information and the circumstances. You may withdraw consent for optional uses, subject to legal or contractual limits and reasonable notice.

6. When we share information

We do not sell personal information. We may share only what is reasonably necessary with payment processors, banks, fraud-prevention services, website and cloud hosts, communications providers, analytics providers, professional advisers, carriers, freight brokers, warehouses, installers or fulfilment partners. We may also disclose information where required by law, to protect rights or safety, in connection with a business transaction, or with your direction or consent.

7. Processing outside your province or country

Some service providers may process information outside British Columbia or Canada. Information handled in another jurisdiction may be subject to that jurisdiction's laws and lawful-access requests. We use contractual and practical safeguards appropriate to the circumstances.

8. Retention and security

We retain personal information only as long as reasonably necessary for the purposes described above, including order, tax, warranty, dispute, fraud-prevention, and legal records. We use administrative, technical, and physical safeguards appropriate to the sensitivity of the information. No internet or storage system is completely secure, but we investigate suspected incidents and provide notices when required by law.

9. Your choices and rights

Subject to applicable law, you may ask to access or correct your personal information, withdraw optional consent, or ask questions about our privacy practices. We may need to verify your identity. If we cannot fulfil a request, we will explain why where required. You may also complain to the Office of the Information and Privacy Commissioner for British Columbia or another regulator with jurisdiction.

10. Children

Our store is intended for people who have reached the age of majority and can enter a binding purchase contract. We do not knowingly solicit personal information from children.

11. Changes

We may update this policy to reflect changes in our services, practices, or legal obligations. The effective date above identifies the current version. Material changes will be presented on the site where appropriate.

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.