

Refund and Returns 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 return promise

We want you to receive the part you expected. Contact us promptly and we will explain the available solution, documentation, and return instructions. Do not ship a part back without a Return Merchandise Authorization (RMA), because unapproved freight may be refused and cannot be matched safely to your order.

1. Standard returns

You may request a return within 30 calendar days after delivery. To qualify, the item must be uninstalled, unused, unmodified, undamaged after delivery, complete with included components, and in substantially the same condition and packaging in which it was supplied. Proof of purchase is required. Approved standard returns are refunded to the original payment method after inspection, less original outbound freight and return freight. A reasonable restocking deduction of up to 20% may apply to a correctly supplied item when permitted by law; we will disclose the amount before authorizing the return.

2. Incorrect, damaged, or materially misdescribed items

If we sent the wrong item, the item arrived damaged, or it materially differs from the accepted listing or invoice, contact us within 48 hours of delivery when reasonably possible. Keep all packaging and send clear photographs of the item, packaging, labels, pallet or crate, and damage. We will assess the claim and, where confirmed, arrange a repair, replacement, price adjustment, or refund as appropriate. Apex covers reasonable return freight for a confirmed Apex error or covered transit-damage claim.

3. Freight inspection is essential

For truck beds, engines, transmissions, body panels, pallets, and other freight, inspect the shipment before signing. Record visible shortage or damage on the carrier's delivery receipt and photograph it. If damage is severe, contact us before refusing delivery. Signing "received in good condition" without noting visible damage may limit the carrier claim, although it does not remove rights that applicable law gives you.

4. Items not eligible for a change-of-mind return

- ¹ Installed, used, painted, cut, drilled, welded, programmed, opened electrical, contaminated, or customer-damaged items.
- ¹ Special-order, custom-prepared, custom-painted, or specifically sourced items identified as such before purchase.
- ¹ Fluids, chemicals, seals, gaskets, filters, bulbs, or other consumable items once opened.

- ¹ Core charges, delivery, brokerage, duties, storage, or labour, except where required by law or caused by a confirmed Apex error.
- ¹ Items clearly identified before purchase as final sale, clearance, sold for parts, non-working, or as-is.

5. Fitment returns

If accurate VIN and configuration details were provided before purchase and Apex confirmed fitment in writing but the unmodified part does not fit, contact us within 30 days. If the mismatch is confirmed, we will treat it as an Apex error. If information was missing or inaccurate, or compatibility was not confirmed in writing, the request is treated as a standard return and freight/restocking deductions may apply.

6. Refund timing and method

After an authorized return is received, we normally inspect it within 5 business days. Approved refunds are issued to the original payment method whenever possible. Banks and payment networks control posting time. If the original method cannot receive a refund, we will arrange a lawful alternative after verifying the customer. Cryptocurrency refunds, where applicable, are based on the Canadian-dollar amount actually paid for the returned item, less lawful deductions, and are converted at the rate used by the chosen payment processor when the refund is issued; network fees may apply.

7. Cancellations

Request cancellation as soon as possible. An unshipped stock order may be cancelled for a full product-price refund. Actual non-recoverable costs already incurred for special sourcing, crating, payment processing where non-refundable, or booked freight may be deducted only when permitted by law and disclosed with supporting detail. Once dispatched, the return rules apply.

8. Statutory rights

This policy does not reduce any non-waivable right or remedy under applicable consumer-protection law.

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.