

Shipping and Freight 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. Service area

We arrange delivery across Canada and the United States where carriers, product rules, and safe access permit. Some remote locations, islands, restricted areas, and oversized shipments may require terminal pickup or a revised quote.

2. Quotes and delivery estimates

Shipping charges depend on origin, destination, dimensions, weight, packaging, carrier service, and accessorial services. Checkout estimates are subject to verification for oversized or freight items. We will request approval before charging a material increase. Dispatch and delivery dates are good-faith estimates, not guarantees, because weather, customs, carrier capacity, inspections, and other events may cause delay. We will communicate known material delays.

3. Freight delivery requirements

Truck beds, engines, transmissions, large body panels, and other heavy items normally ship secured to a pallet or in a crate. Commercial delivery requires a safe, carrier-accessible location able to receive freight. Residential, limited-access, appointment, liftgate, inside-delivery, redelivery, storage, and terminal services may cost extra. A liftgate does not replace suitable equipment or people needed to move a large item safely.

4. Customer-provided information

You must provide a complete address, reachable telephone number, access restrictions, and any need for an appointment or liftgate before dispatch. The customer is responsible for additional carrier charges caused by inaccurate information, missed appointments, refusal without documented cause, or unavailable unloading arrangements, except where the issue results from an Apex error.

5. Dispatch and tracking

We send shipment or pickup details when available. Tracking scans can lag behind physical movement. For freight, the carrier may telephone to arrange a delivery window. Please respond promptly to avoid storage or redelivery charges.

6. Delivery inspection

Count packages and inspect the pallet, crate, packaging, and visible product before signing. Note all shortage or damage on the delivery receipt, photograph every side, and keep the packaging. Write specific observations rather than "subject to inspection." Contact Apex within 48 hours when reasonably possible. For concealed damage, stop unpacking once discovered, preserve evidence, and contact us immediately.

7. Loss, damage, and risk

Apex remains responsible for arranging an appropriate remedy for a confirmed covered loss, incorrect shipment, or transit damage, subject to claim investigation and applicable law. Risk does not transfer in a way that removes non-waivable consumer rights. Do not repair, discard, install, or return a damaged item until we provide instructions.

8. Cross-border orders

Unless an invoice expressly states that duties, taxes, brokerage, and import charges are included, the recipient is responsible for those destination charges and for providing customs information. We do not mark commercial purchases as gifts or understate value. Cross-border processing may extend delivery time.

9. Pickup and abandoned freight

Photo identification and order confirmation may be required for pickup. After written notice that an order is ready, storage charges may apply if an agreed pickup or delivery is repeatedly missed. We will give reasonable notice before treating property as abandoned and will follow applicable law.

10. Delays outside reasonable control

We are not responsible for delay caused by events outside reasonable control, but we will take reasonable steps to reduce disruption and keep you informed. If a delay becomes substantial, contact us to discuss cancellation or another available remedy.

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.