

Warranty and Used-Part Condition 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. Condition grades

Automotive parts may be new, remanufactured, refurbished, used, or sold for parts. The product listing or invoice controls. "Used" means previously installed and may include ordinary cosmetic wear, small dents, scratches, paint variation, oxidation, dirt, repaired areas, or other age-related marks shown or described. "Rust-free" means no material perforating structural rust was identified during our inspection; it does not promise a flawless surface or absence of light surface oxidation. "OEM" identifies original-equipment manufacture or specification and does not necessarily mean new.

2. Inspection and photographs

We inspect used parts reasonably before listing and disclose known material issues. Photographs form part of the condition description when they show the exact item. Lighting and screens can affect colour. Customers should request specific photographs, measurements, paint codes, part numbers, and fitment confirmation before ordering if a detail is important.

3. Used-part limited warranty

Unless the listing or invoice states a longer warranty or clearly states "as-is," "for parts," "non-working," or "final sale," a used mechanical or electrical part carries a 30-calendar-day limited functional warranty beginning on delivery. The warranty covers a verified failure of the supplied part to perform its ordinary function under normal, properly installed use. The remedy, selected reasonably by Apex, is repair, replacement with a reasonably comparable part, store credit accepted by the customer, or refund of the product price.

4. New and remanufactured parts

New or remanufactured products are covered by the written warranty shown in the listing, invoice, packaging, or manufacturer terms. Where a manufacturer administers the warranty, we will provide reasonable proof-of-purchase support. Any non-waivable statutory warranty or consumer guarantee also applies.

5. Body panels and cosmetic condition

Body panels, beds, cabs, bumpers, doors, fenders, hoods, and tailgates are sold according to described structural and visible condition. Normal used-part cosmetic variation is not a functional defect. Preparation, alignment, repair, paint matching, refinishing, and transfer of trim or hardware may be required and are not included unless written on the invoice.

6. What is not covered

- 1 Normal wear, appearance differences disclosed or visible before purchase, maintenance items, or consumables.
- 1 Damage caused by incorrect fitment, improper installation, overheating, contamination, lack of required fluids or programming, racing, off-road abuse, collision, modification, commercial misuse, or continued operation after a warning or fault.
- 1 External components not expressly included, including sensors, wiring, hoses, seals, gaskets, fluids, mounts, accessories, or transferred parts.
- 1 Labour, diagnostics, teardown, paint, programming, calibration, towing, storage, travel, downtime, lost use, rental vehicle, or consequential costs, except where applicable law requires otherwise or Apex agreed in writing before the cost was incurred.
- 1 Items clearly sold before purchase as as-is, final sale, non-working, core, or for parts, subject always to rights that cannot lawfully be excluded.

7. Installation requirements

A qualified automotive professional should verify identity, condition, and compatibility before installation and follow manufacturer procedures. Engines, transmissions, differentials, and similar assemblies require appropriate replacement of fluids, filters, seals, gaskets, and other service items. Keep the installer's dated invoice, diagnostic results, and maintenance records; they may be reasonably required to assess a claim.

8. Making a warranty claim

Stop using the vehicle if continued use may cause damage or create a safety risk. Contact us within the applicable warranty period with the order number, VIN, mileage at installation and failure, installation invoice, diagnostic findings, and clear photographs or video. Do not dismantle, modify, repair, discard, or return the part until we provide written instructions. We will respond with reasonable next steps and may request inspection or return.

9. Return freight for warranty claims

Apex pays reasonable return freight for a confirmed covered defect when we issue the shipping instructions. If inspection shows the issue is not covered, the customer is responsible for return or reshipment costs. Unauthorized collect shipments may be refused.

10. Statutory rights

This warranty is additional to, and does not replace or restrict, rights and remedies that cannot be waived 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.