



ADW RETURN POLICY

Effective June 1, 2021

Effective June 1, 2021 all returns (excluding batteries) must use the ADW On-Line Return Authorization Process.

Return Policy

Categories	Return Timeframe	Return Category Details
Accessories	90 days from date of purchase.	<ul style="list-style-type: none"> Installed accessories are non-returnable. Special orders are non-returnable and defined as product ADW does not currently stock.
Parts	30 days from date of purchase.	<ul style="list-style-type: none"> No return on Ford Blue Box and/or special orders. Special orders are non-returnable and defined as product ADW does not currently stock.
Batteries	30 days from date of purchase.	<p>ADW Driver will complete the return form when picking up batteries. ADW On-line Return Authorization <u>is not required</u>.</p> <ul style="list-style-type: none"> Battery warranty: Customer must attach a completed ADW Battery Warranty Form and all required documents to the battery for pick up.
Chemicals	Not Returnable	
Delivery Shortages and Visible Damage	1 business day from date of delivery	<ul style="list-style-type: none"> LPO, Parts, Accessories delivery shortages and visible damage must be claimed within 1 business day of delivery.
Transit Cores	3-5 business days after LPO wheel delivery.	<ul style="list-style-type: none"> Note 3-5 business days is the preferred return timeframe. If your transit core return exceeds this timeframe please contact your ADW sales representative.

On-Line Return Authorization Process at ADW1.com/Customer Site

As of June 1, 2021, all returns (excluding batteries) must use the on-line Return Authorization Process.

- Once the required on-line Return Authorization has been submitted by the customer ADW will:
 - > Pick up the return within 2 business days of receiving the on-line return request. (For customers supported by 3rd party delivery partners (non-ADW drivers), ADW will coordinate return pick up as needed). Customer delivery to ADW Will Call is also an option.
 - > Issue the return credit within 2 business days after receiving the return.
- See complete On-Line Return Authorization details at ADW1.com/Customer Site/Submit Returns.
- Return Condition Descriptions: New = Part and packaging is unused, uninstalled and ready for resale. Defect = Concealed damage, improper packaging. Core = Return part for reman purposes.

Warranty Guidelines

- All ACDelco, Motorcraft and genuine GM Accessories, once installed, must be warrantied with the respective OE (General Motors or Ford).
- All GM Associated Accessories must be warrantied with the specific manufacturer of that accessory. See your ADW representative for Associated Accessories warranty contact information.

Questions? Please contact your ADW Sales Representative or Customer Service at 800-421-5556.