

GENERAL TERMS OF SALE

1. Unless otherwise specified on the front of this invoice, the term of warranty is 6 months.
2. **DEPOSITS** may be required to place orders on parts acquired from other vendors or to begin work on in-stock items. Monies paid as a deposit are non-refundable
3. **Parts are sold for NORMAL ON-ROAD USE only.** Extreme applications such as any form of racing and off-road use are not covered by any warranty and are sold "As is" and are not eligible for refund.
4. Frontier Auto Parts warranties all parts and assemblies to be free of defects (less normal wear & tear incurred prior to and after the sale) for the period stated on the front of this invoice. During the warranty period, Frontier Auto Parts is obligated to only honor their warranty a single time, unless an additional warranty is purchased on the replacement item(s). Once the defective part has been replaced to the customer's & Frontier Auto Parts' satisfaction, then the warranty period is considered over.
5. **IMPROPER INSTALLATION WILL VOID ALL WARRANTIES** and release Frontier Auto Parts from any refund obligations.
6. **REPLACEMENT BEFORE REFUND:** If Frontier Auto Parts can obtain a like replacement part within 15 business days of the of the presentation of the claim, the customer will receive a replacement part in lieu of a refund. Under no circumstances will a refund be given if we can get a replacement part.
7. **IF THE CUSTOMER ALTERS OR DISASSEMBLES THE PART IN ANY FORM OR FASHION,** he or she voids any and all warranties and surrenders any/all refund/return rights.
8. **Customers who purchase a replacement part from another supplier before Frontier Auto Parts has the opportunity to fulfill the obligations stated here forfeit their rights to make a claim against Frontier Auto Parts' warranty and replacement/refund policy.** At their sole discretion, Frontier Auto Parts may issue a refund at 50% of the parts value. This applies to all customers, including retail, collision repair shops, mechanical repair shops, and other auto recyclers.
9. **RETURNS & REFUNDS** are governed by the Return Policy stated at the end of this document.
10. **RESELLERS INCLUDING OTHER AUTO RECYCLERS, PARTS BROKERS, AND PROFESSIONAL INSTALLERS** are required to enforce these terms. These terms must be followed and exhausted before any return or refund will be authorized.

NO OTHER AGREEMENTS exist between Frontier Auto Parts or the purchaser except as stated in this agreement, the limited warranty, and the original invoice.

6 MONTH LIMITED WARRANTY

IMPORTANT!!! Customer must obtain and keep all paperwork associated with the purchase and installation of their part. This includes (but not limited to) your original invoice, receipts for any parts, supplies, installation, service, etc. All paperwork and installation documentation is required to validate any warranty claims. Not having this paperwork could void your claim.

Due to the complexity of the following parts and/or assemblies, Frontier Auto Parts places the following additional requirements for any warranty claims to be validated. All parts not specifically stated here are covered by our general 6 month warranty terms

ENGINES

- **Covered:** All parts of a typical engine long block assembly, including all internal lubricated parts, i.e. rings, pistons, pins, crankshaft and main bearings, the connecting rods, rod bearings, camshaft bearings, timing chain gears, rocker arms, valve springs, valve guides, valve seats, valve push rods, valve lifters, and oil pump.
 - **Covered:** Cylinder head(s), engine block and cylinder barrels if damaged solely as a result of the mechanical failure of one or more of the internal lubricated components specified above. Leaking cylinder head gaskets will be covered under this warranty at Frontier Auto Parts' discretion. We reserve the right to investigate the problem and determine if the problem is covered by this warranty.
 - **Not Covered:** Oil and coolant leaks. Accessory items, including, but not limited to: Electrical components of all types (distributor, alternator, all sensors, spark plugs, ignition systems, and electrical or electronic control devices), fuel systems (including carburetors, fuel injection systems, fuel pump, injectors), water pump, thermostat, soft plugs, manifolds, oil pan, valve covers, pollution controls, gaskets, seals, filters, fluids, installation supplies, mounts or linkages, intake manifold, intake manifold gaskets. Any of these items that need to be replaced are the responsibility of the purchaser.
 - **WARRANTY IS VOID IF HEAT TABS ARE MELTED OR REMOVED.**
1. **REQUIRED:** All timing belts must be replaced. Timing chains and all other timing components must be inspected, adjusted and/or replaced as needed per manufacturers specifications. Documentation of this step is required.
 2. **REQUIRED:** The cooling system of the engine assembly must be thoroughly flushed and verified to be in good working order, including radiator and cooling fans. Due to common intake gasket failures, the installer must inspect these and replace at his discretion using manufacturers guidelines and specifications.
 3. **REQUIRED:** External oil coolers and lines must be inspected, flushed, and/or replaced as per manufacturers specifications.
 4. **REQUIRED:** Electronic Brain Boxes (ECU's, PCM's, etc.) must be reprogrammed or flashed by the dealership as needed. Often many issues can be solved with this step.
 5. **REQUIRED:** All Technical Service Bulletins published by the manufacturer of the vehicle/engine must be researched and followed. Documentation of this step is required.

TRANSMISSIONS (STANDARD OR AUTOMATIC) AND TRANSFER CASES

- **Covered:** All internal lubricated parts contained within the transmission or transfer case and the main housing of the transmission or transfer case itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the transmission case.
 - **Not Covered:** Hydraulic fluid leaks. Accessory items including but not limited to: modulators, governors, electrical controls, linkage or mounts, installation supplies or fluids.
 - **Not Covered:** Any transmission or transfer case placed in a vehicle with oversized tires is sold "as is" with no warranty.
1. **REQUIRED:** The complete hydraulic system of the transmission or transfer case must be flushed (including the cooler/radiator and cooling lines) and new fluid installed.
 2. **REQUIRED:** A new filter and gasket set, front and rear seals, and o-rings must be installed.
 3. **REQUIRED:** All automatic transmissions must be installed by a qualified and certified installation shop or warranty will be void. Documentation of certification and installation is required for any warranty claims.
 4. **REQUIRED:** All automatic transmissions must have the torque converter installed per manufacturers specifications.
 5. **REQUIRED:** All automatic transmissions that are electronically operated/shifted must have their electronic control modules reprogrammed, reset, or flashed by the dealership to ensure proper operation. This must be noted on any installation documentation.
 6. **REQUIRED:** If Frontier Auto Parts supplies the electronic transmission control brain, the customer must use the supplied brain and have it flashed/reprogrammed.
 7. **REQUIRED:** All Technical Service Bulletins published by the manufacturer of the vehicle/transmission must be researched and followed. Documentation of this step is required.

REAR AXLE ASSEMBLIES, CARRIERS, DIFFERENTIALS

- **Covered:** All internal lubricated parts contained within the housing of the rear axle assembly, carrier assembly or differential and the main housing itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the housing.
- **Not Covered:** Lubricating fluid leaks. Accessory items including but not limited to: backing plates, all brake system components, electronic/electrical controls, cables, U-joints, shift solenoids, linkage or mounts, installation supplies or fluids.
- **REQUIRED:** The lubricating fluid of the rear axle assembly, carrier assembly or differential must be flushed and new fluid installed. New gasket set and required seals must be installed.

AIR CONDITIONING COMPRESSORS

- **Covered:** All internal lubricated parts contained within the housing of the a/c compressor and the main housing itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the housing. The clutch is also covered.
 - **Not Covered:** Loss of refrigerant (R12 or R143a). Damage to any system located near the compressor. Installation supplies, mounts, belts, electrical/electronic components.
1. **REQUIRED:** A/C compressors must be installed by a qualified and certified installation shop or warranty will be void. "Home" or "Shade Tree" installations are not permitted. Documentation of certification and installation is required for any warranty claims.
 2. **REQUIRED:** A/C system must be flushed and a new receiver, dryer, and screen must be installed or warranty will be void. This is to prevent any existing contamination from damaging the purchased compressor. Documentation of this step is required to validate warranty claim.

AIR BAGS & SEAT BELTS

- Supplemental Restraint Airbags and Seat Belts are guaranteed to be functional at the time of installation only. Installation by a certified facility is required.
- **IMPORTANT!** After installation, customer (including the shop and the vehicle owner(s)) assume all risk and liability associated with the ownership and use of this restraint system. No warranty, expressed, written, or implied exists after the installation of these parts.

ELECTRONIC BRAIN BOXES

- All electronic brain boxes that control any function on the vehicle, including but not limited to engine, transmission, ABS systems, audio/visual entertainment, and others, are covered by a 6 month part replacement warranty. We will replace the part before we issue any refund if the one sold on this invoice is proven defective. All electronic brain boxes are required to be reprogrammed (also know as flashing or resetting) by the dealership. Proof of programming is required to validate any warranty or return claim.

CORES & CORE DEPOSIT

As part of the terms of sale for this invoice we may require that your original defective part be returned to us as a core. When a core is required the following additional sales terms apply to this sale:

- A monetary deposit is required to ensure the return of the core.
- To receive a refund of your deposit, the core must be complete and not disassembled. Disassembled cores or cores with missing parts will result in forfeiture of your deposit.
- The core must be returned within 30 days from the invoice date or the deposit will be forfeited.
- Cores must be completely drained of all fluids or a \$25.00 fee will be charged.
- The customer is responsible for all shipping or delivery charges associated with the return of the core.

RETURN POLICY

Frontier Auto Parts has a 30 day No Hassle return policy. This means you can return the part for any reason within 30 days of the date of purchase. The original sales receipt must accompany all returns. Returns without the original sales receipt will not be accepted. A part returned undamaged within 30 days of the original purchase date will be accepted. No returns will be accepted after 30 days. Parts must be returned at the customer's own expense. Frontier Auto Parts is only responsible for outbound shipping costs and these costs may or may not be refunded depending on the situation. **Parts that were special ordered or brokered from other vendors are returnable but are subject to a 30% restocking fee.** Refunds are provided in the same form tendered by the customer when they made their purchase. Customers who paid by check must wait 10 days after the date the customer's check was accepted for the check to clear the banking system. This transaction is wholly performable in Weatherford, Parker County, Texas and shall be governed by the laws of the State of Texas. The venue for any cause of action arising from this transaction shall be Parker County, Texas