



RETURN POLICY

At Collision Auto Parts, we aim to provide high-quality parts to our customers. However, in the event that you need to return a part due to poor fitment, a manufacturing defect, cancellation, incorrect part received, vehicle total loss, or damage, please follow the guidelines below to ensure a smooth return process.

RETURN REQUIREMENTS

1. Condition of the Part:

- Parts must be in their **original condition** with the **original packaging** and **label**.
- Certified parts must include all certification labels; without these labels, the part is **non-returnable**.

2. Requesting a Return:

- To initiate a return, please start the **Return Merchandise Authorization (R.M.A.)** process via our website at www.ordernap.com, or by contacting our sales team via email, fax, or phone.

3. Returns Beyond 90 Days:

- For returns **after 90 days**, please contact a sales representative to request an R.M.A.
- Returns after 90 days are subject to **management approval** and a **30% restocking fee**.

4. Return Process:

- Once an R.M.A. is issued, we will schedule a pick-up with a driver at the earliest available time.
- The R.M.A. will include the part number(s), invoice number, and, if available, the repair order number provided at purchase.

5. Credit Processing:

- Return credits to your account will take up to **72 hours** to process at the Collision Auto Parts warehouse.

6. Merchant Fees:

- A **3% merchant fee** will be applied for returns paid by **credit/debit card**.

RETURN POLICY DISCLAIMER

1. Delivery Driver Liability:

- Our delivery drivers are **not responsible** for signing any documentation related to the return of merchandise.
- Drivers are not authorized to take parts without the necessary **R.M.A. paperwork** unless explicitly directed by the Collision Auto Parts dispatcher.

2. Incomplete or Missing Parts:

- If a part is **not ready** for return, cannot be found, or is being kept by the customer, the **R.M.A. paperwork** (including any copies) cannot be processed or issued.

3. Final Sale Items:

- Parts sold with a **damaged discount** and those that have been **repaired** are considered final sale and **cannot be returned**.

4. Special Orders:

- Special order items are **non-returnable**.

5. Certified Seal Removal:

- If the certified seal on a CAPA or N.S.F. certified part is removed, the part's certification will be voided. For more details on CAPA and NSF certification, visit:
 - [CAPA Certified Quality Seal](#)
 - [NSF Certification](#)

6. Glass Parts Return Window:

- Glass parts are **eligible for return** within **30 days** of purchase.

Thank you for choosing Collision Auto Parts. We are committed to ensuring your satisfaction and assisting you throughout the return process.