

Phil's Auto

Returns Policy & Warranty Information

Returns Policy

First of all, we want your experience with our company to be great, and we want to get your vehicle running smoothly at a price you can afford with good service.

Our warranties cover defective parts and items sent incorrectly. Phil's Auto does not warranty electrical parts, although we will exchange a defective unit for another IF we have one available.

All consignment and non-stock special-order sales are final; no exchanges or refunds will be given.

No labor costs are covered for any part sold by Phil's Auto. If the part is defective we will first attempt to replace it; if a replacement cannot be found, we will issue a refund for the total sale amount. In the event a reorder is made prior to return of the first part, we will require payment for the second part and refund the initial order upon return. Return shipping costs will not be reimbursed. Upon contacting Phil's Auto, please provide a detailed explanation as to why the part is being returned.

In the event a part is returned that does not fit the specifications listed in this warranty, Phil's Auto reserves the right to apply a 25% restocking fee and withhold shipping amounts in the refund.

Phil's Auto is not responsible for items delivered to the address given at the time of sale but not taken into possession by the customer.

Items ordered for 'testing purposes only' or ordered incorrectly by the customer will not be eligible for return. Verify with a mechanic or body expert the actual part needed before ordering. We do a very good job at sending correct parts and would ask you, our customer, to do the necessary research before ordering. Items returned after the warranty period will not be refunded and will be returned to sender. Parts must be received within 30 days of the original shipment delivery date to be accepted.

Return shipping is the responsibility of the customer. Shipping costs are nonrefundable.

All parts tampered with, taken apart, with components removed or altered will not be eligible for returns or refunds.

No refunds on deposits or payments. Parts with deposits will be restocked after 30 days if balance is not paid in full.

Please ask one of our sales representatives if you have any questions about our return or warranty policies.

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Warranty Information

Used Transmissions and Transfer Cases

USED TRANSMISSIONS and USED TRANSFER CASES are warranted for a period of one month or 1000 miles. Warranty covers replacement or refund of the transmission or transfer case component only and does not cover labor costs associated with those replacements or repairs. If the transmission/transfer case is dismantled, this warranty is void. If repairs are done without express written permission from Phil's Auto, this warranty is void.

1. Transmission or Transfer Case should be installed, maintained, or adjusted by a qualified mechanic only.
2. All gaskets and seals must be changed or warranty is void.
3. Transmissions/Transfer Cases are sold and shipped without a filter or fluid; follow manufacturer instructions for replacement of these items.
4. Overheating of the unit or use of unit for purpose other than as intended (competitions, racing, etc.) will void the unit.
5. Failure to install proper filter and/or fluid resulting in failure of the transmission/transfer case is an instant void of the warranty.
6. Warranty is non-transferable.

Refunds

Phil's Auto reserves the right to replace faulty units with a like unit if one is available in our stock. Phil's Auto will then issue a new 30 day warranty from the date of pick up or delivery of replacement unit. If no suitable or quality replacement is available, Phil's Auto will refund the original purchase price of the unit ONLY. A replacement unit will not be given until original merchandise is returned to our facility.

All monetary claims must be made in writing, stating the reason for requested refund, by the original buyer of the transmission/transfer case. Good items ACCEPTED as a return are subject to a 25% restocking fee, and all freight, shipping, and handling charges incurred are non-refundable. No refunds after 30 days. All parts must be returned for a refund, as NO refund will be given without the return of merchandise to Phil's Auto at the buyer's expense. Refunds will be given only if Phil's Auto does not have a replacement unit in stock.

Limited Liability

Phil's Auto's liability under this warranty is solely limited to the replacement or refund of defective used transmission/transfer case. The labor required to repair the part or remove it from a vehicle and other expenses relating to turnover or other incidental charges for a defective unit are not reimbursable. Phil's Auto shall not be liable for any consequential, incidental, or special damages or any services not expressly provided herein relating to or arising from use of a transmission/transfer case sold by Phil's Auto. This warranty does not apply to transmission/transfer case used for competition purposes.

A copy of this warranty will be provided at the time of purchase and must be signed or warranty is void.

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Used Engines – 30-Day Warranty

Engine assemblies are understood to consist of a short block and cylinder head(s). Any of the parts on the engine assembly at the time of sale are included for the possible purchaser's convenience only and are to be used at the purchaser's option only. These additional parts are not covered under this or any implied or expressed warranty. (If a core is requested, core returns must be "like item for like item", dressed the same as the engine being purchased.)

Engines are guaranteed against cracked block or a cracked head for a period of 30 days from the date of purchase. Warranty does not cover any damage due to overheating, or a failure of block or cylinder head caused by defective components outside of or not included in a basic long block, this including but not limited to the cooling system and the fuel system.

Warranty does not include engine damage to pistons and liners caused by progressive over fueling of injectors or overheating. Warranty does not include engine accessories including but not limited to the following: wiring, electronic sensors or modules, sending units, glow plugs, fuel pumps, fuel injectors, throttle body, water pump, air compressors, oil coolers, a/c compressors, power steering pumps, turbo charger, after cooler, fan clutches, flywheels, alternators, starters, distributors, intake manifolds, exhaust manifolds, engine brakes, engine covers or motor mounts. Additionally, this warranty does not cover fluids, gaskets, seals or other materials used in the installation of the engine. Nor does it cover claims that result from accident, abuse, neglect, alteration, improper maintenance or installation. This warranty does not cover shipping costs.

This warranty does not cover purchaser's loss of time, inconvenience, loss of use or down time of vehicle, towing expenses, installation expense, diagnostic expense, commercial loss, rental cars or any other consequential damages.

Warranty is void on an engine that has been run hot or run without or lack of lubrication.

Warranty is void on an engine used to race, or off-road, or used in any application not standard to the original manufacturer's intent.

In the event of a warranty claim, Phil's Auto reserves the right and sole discretion to replace or refund the purchase price on the original invoice.

Remedy to Replace: Phil's Auto will replace engine with a like kind and quality replacement engine at our sole discretion. Customer will be responsible for all shipping costs. Customer must return originally purchased engine back to Phil's Auto's facility. Phil's Auto will not pay for materials, parts or labor to exchange engines in vehicle.

Remedy to Refund: Phil's Auto will refund the price of the engine, stated on the original invoice. Refund will exclude any shipping charges on the invoice. Engine must be returned to Phil's Auto's facility at the cost of the customer before a refund will be issued.

A copy of this warranty will be provided at the time of purchase and must be signed or warranty is void.